	BOLES Docket: 1355351 - 72926	
Itama	Document	. <u> </u>
Item 1.	Request/approval to study for discontinuance (05/04/2011)	₽ I
		,, , , , , , , , , , , , , , , , , , ,
2.	Notice (if appropriate) to Headquarters of suspension	
3.	Notice (if appropriate) to customers/district personnel of suspension	<b>▽</b>
4.	Highway map with community highlighted (05/06/2011)	<u> </u>
5.	Eviction notice (if appropriate) (05/06/2011)	V
6.	Building inspection report and original photos of building deficiencies (if appropriate) (05/27/2011)	<b>▽</b>
7.	Post Office and community photos (05/27/2011)	□ □
8.	PS Form 150, Postmaster Workload Information (05/31/2011)	□ □
9.	Worksheet for calculating work service credit (05/27/2011)	₽ P
10.	Window transaction record (05/27/2011)	V
11.	Record of incoming mail (05/21/2011)	V
12.	Record of dispatched mail (05/21/2011)	ঘ
13.	Administrative postmaster/OIC comments (05/07/2011)	V
14.	Inspection Service/local law enforcement vandalism reports (05/10/2011)	V
15.	Post Office fact sheet (08/26/2011)	₽ V
16.	Community fact sheet (05/27/2011)	<b>∀</b>
17.	Alternate service options/cost analysis (05/27/2011)	<b>₽</b>
18.	Form 4920, Post Office Fact Sheet (08/26/2011)	Þ
19.	Reccomendation and Service Replacement Type (06/01/2011)	Þ
20.	Questionnaire instruction letter to postmaster/OIC (06/16/2011)	Þ
21.	Cover letter, questionnaire, and enclosures (06/02/2011)	Þ
22.	Returned customer questionnaires and Postal Service response letters (06/02/2011)	ᅜ
23.	Analysis of questionnaires (08/26/2011)	IZ.
24.	Community meeting roster (06/16/2011)	<b>Ų</b>
25.	Community meeting analysis (06/16/2011)	<del>اب</del>

26.	Community meeting letter (06/02/2011)	V
27.	Petition and Postal Service response letter (if appropriate) (01/01/1900)	₽ P
28.	Congressional inquiry and Postal Service response letter (if appropriate) (06/06/2011)	7
29.	Proposal checklist (08/26/2011)	ঘ
30.	District notification to Government Affairs (06/22/2011)	₽ P
31.	Instructions to postmaster/OIC to post proposal (06/21/2011)	₽ V
32.	Invitation for comments exhibit (06/22/2011)	ঘ
33.	Proposal exhibit	ঢ়
34.	Comment form exhibit (06/21/2011)	V
35.	Instructions for postmaster/OIC to remove proposal (08/24/2011)	₽ P
36.	Round-date stamped proposals and invitations for comments from affected offices (08/25/2011)	ঘ
37.	Notification of taking proposal and comments under internal consideration (08/24/2011)	ব
38.	Proposal comments and Postal Service response letters (08/25/2011)	অ
39.	Premature Postal Regulatory Commission appeal and Postal Service response letter (if appropriate) ()	ঘ
40.	Proposal Analysis of comments (08/26/2011)	<b>□</b>
41.	Revised proposal (if appropriate) (08/26/2011)	ঘ
42.	Updated PS Form 4920 (if appropriate) (08/26/2011)	ঘ
43.	Certification of record (08/26/2011)	Ŋ.
44.	Log of Post Office discontinuance actions (08/26/2011)	্ত
45.	Transmittal to vice president, Delivery and Retail, from district manager, Customer Service and Sales (09/07/2011)	হ
46.	Headquarters' acknowledgment of receipt of record (09/11/2011)	Q
47.	Final determination transmittal letter from Headquarters (09/26/2011)	Ų.
48.	Instruction letter to postmaster/OIC on posting (09/29/2011)	디
49.	Round-date stamped final determination cover sheets ()	V
50.	Postal Bulletin Post Office Change Announcement ()	Г
51.	Vice president, Delivery and Retail, instruction letter (09/26/2011)	Ē



05/04/2011

DAVID CAMP DISTRICT MANAGER ARKANSAS PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the AR04 congressional district.

Post Office Name:	BOLES
Zip+4 Code:	72926-9998
EAS Level:	11
Finance Number:	041062
County:	SCOTT
Proposed Admin Office:	WALDRON
ADMIN Miles Away:	10.0
Near Office Name:	WALDRON
Near Miles Away:	10.0
Number of Customers:	
Post Office Box:	52
General Delivery:	0
Rural Route (RR):	0
Highway Contract Route (HCR):	233
Intermediate RR:	0
Intermediate HCR:	0
City Delivery:	0
Total Customers:	285
ZIP Code Change:	Yes NO ZIP Code
Maintain Town Name:	Yes 🖊 NO 🗍
The above office became vacant when	the postmaster retired on 05/01/2009.

DIANE TINDLE

Manager, Post Office Operations

Approval to Study for Discontinuance:

This office is vacant and earns 2.0 hours daily

DISTRICT MANAGER
ARKANSAS PFC

05/04/2011

DATE

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cc: Area Manager, Public Affairs and Communication



Dockect: 1355351

		NOTICE OF POST O	FFICE EME	RGENC	CY SUSPENSION		The state of the s
A. Office							
Congressional	JTHWEST District: AR04			istrict: ounty:	State: AR ARKANSAS PFC SCOTT		ode: <u>72926</u>
EAS Grade:	_ 11	<del></del>	_		Finance Number:	041062	
Post Office:		Classified Station	L		Classified Branch		СРО 🗍
· There was	no Emerger	ncy Suspension for t	this office				
						•	
Prepared by:	Jackie Stub	· · ·		·		)ate:	08/26/201
Title:	ARKANSAS	S PFC Post Office Review	Coordinator				
Tele No:	(501) 228-4	1171			F	ax No:	(650) 577-5059



(501) 228-4171

Tele No:

## NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION A. Office Zip Code: 72926 Name: **BOLES** State: $\mathsf{AR}$ ARKANSAS PFC District: SOUTHWEST Area: SCOTT Congressional District: AR04 County: 041062 11 Finance Number: EAS Grade: CPO Classified Station Classified Branch Post Office: There was no Emergency Suspension for this office Prepared by: Jackie Stubitsch Date: 08/26/2011 Title: ARKANSAS PFC Post Office Review Coordinator

(650)

577-5059

Fax No:

UNITED STATES
POSTAL SERVICE

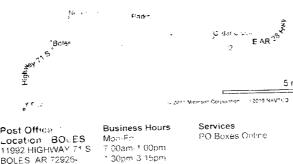
# Post Office™ Locations

Post Office™ Locations near 72926

DOCKET NO HEMNO. PAGE

ا اکار د

5 miles



Post Office | Location BOLES 11992 HIGHWAY 71 S BOLES AR 72925-9998 (800) ASK-USPS

(800) 275-8777 (479) 577-2421 6.2 m

Sat = 30am-10 45am Sun closed

PO Boxes Online

Post Office Location - PARKS 10009 E HIGHWAY 28 PARKS AR 72950-9998 (800) ASK-USPS (800) 275-8777

(479) 577-2271 7.3 mi

Business Hours Mon-Fr 7 30am-12 00pm 12 30pm 3:45pm Sat 7 30am-10 15am Sun closed

Services PO Boxes Onine

### People and Business Search: Find ceoble and businesses at

Search for a person and perform a reverse 'nosup on phone numbers and addresses

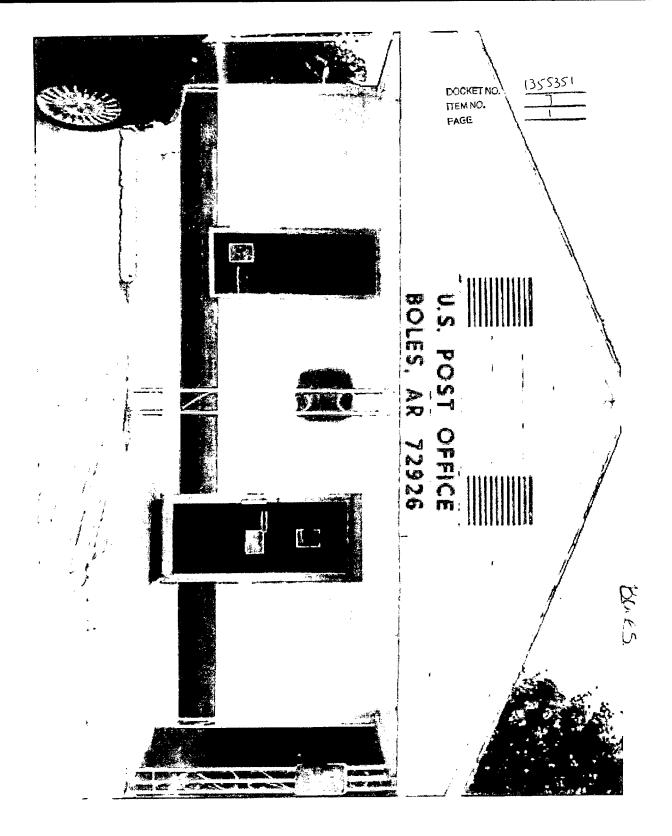
Search for a pusiness by name or - Sec who is calling you dategory rationwidy

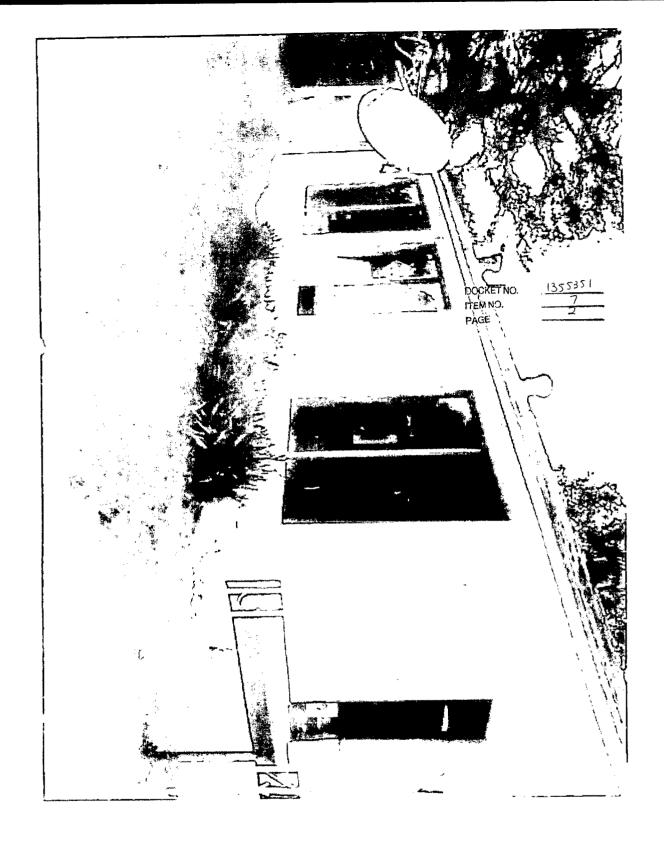


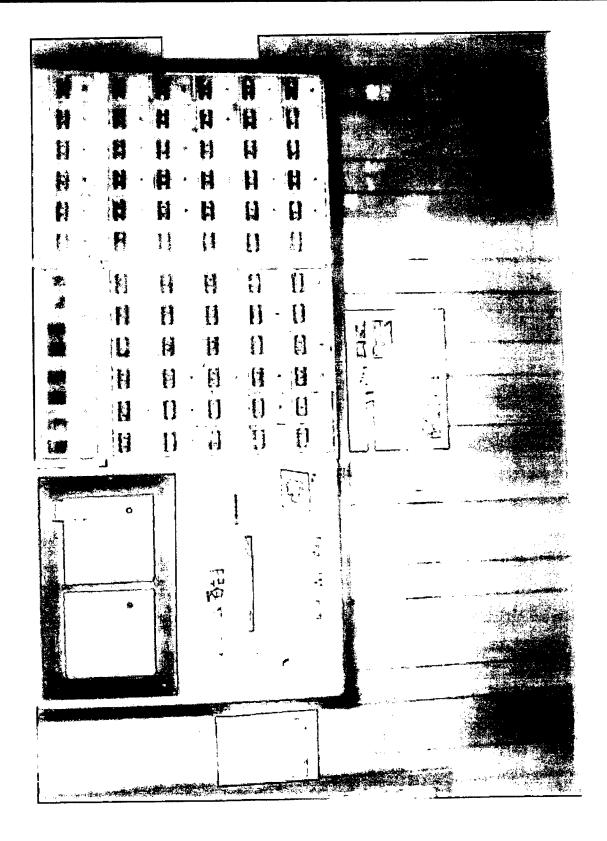
		<u> </u>	A STATE OF THE STA	Eviction	Notice	Pag dang dagga basan at 19 kathanian at at annah annah at annah	A July Committee and the second	
A. Office	2							
Name:	BOLES					State: AR	Zip C	Code: 72926
A. Office  Name: BOI Area: SOI Congressional EAS Grade: Post Office:  There was no  Prepared by: Title:	SOUTHW							
				District: SCOTT Finance Number: 041062 Classified Station Classified Branch  Office  Date:				
EAS Gra	ide:	11				Finance Numbe	r: <u>04106</u> 2	2
Post Office	ce:		Classified Station			Classified Branch		СРО
There wa	as no evictio	n notice for	this office					
Prepare	d by:	Jackie Stub	pitsch			····	Date:	08/26/2011
Title:	:	ARKANSAS	S PFC Post Office Review	/ Coordina	tor			
Tele No	:	(501) 228-4	171				Fax No:	(650) 577-5059

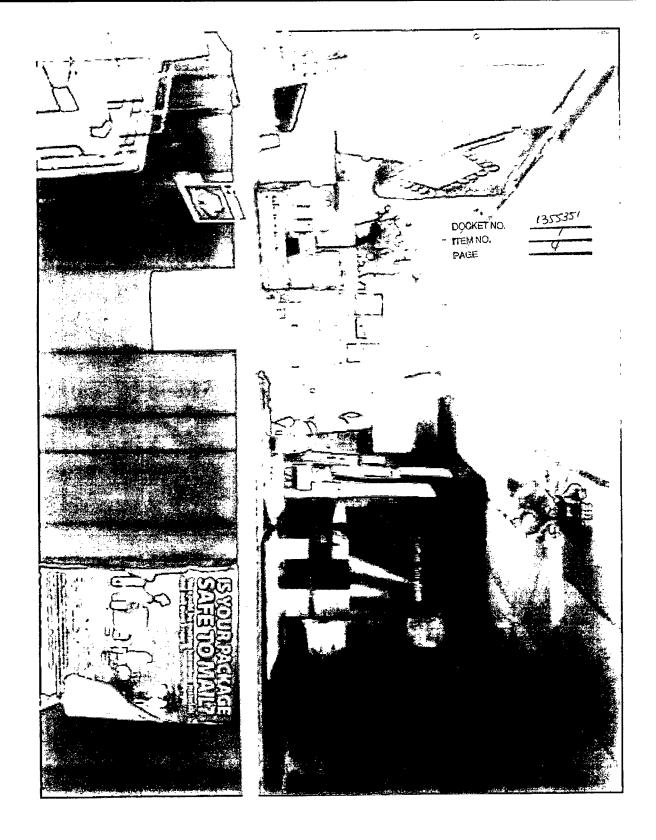


	The second second	Buildir	ng Insped	tion Rep	ort		
A. Office							
Name: BOLES				District	State: AF	Zip Co	de: <u>72926</u>
Area: SOUTH				District: County:	SCOTT		<del></del>
Congressional Dis EAS Grade:	trict: AR04			oounty.	Finance Numl	oer: 041062	
Post Office:		Classified Station	Г		Classified Branch		СРО
Post Office.		Glassified Glatfori	1			1	,
There was n	o building in	spection report no	or photo	os for ti	nis office		
					•		
	Land Of the	l-				Date:	08/26/201
Prepared by:	Jackie Stubit	sch PFC Post Office Review	Coording	ıtor.		Date.	03/20/201
Title:			Coordina	itol	<del></del>		(650)
Tele No:	(501) 228-41	71				Fax No:	577-5059





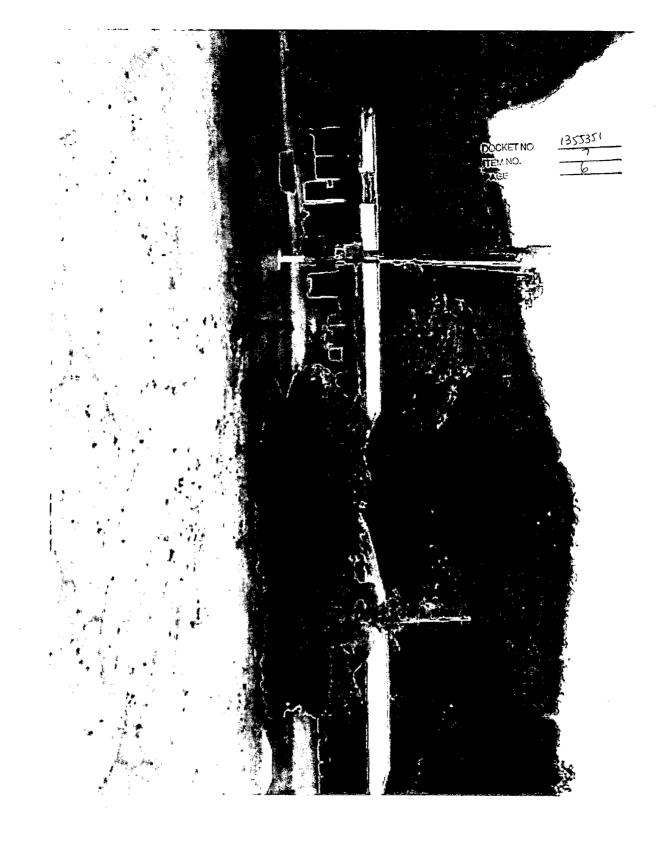


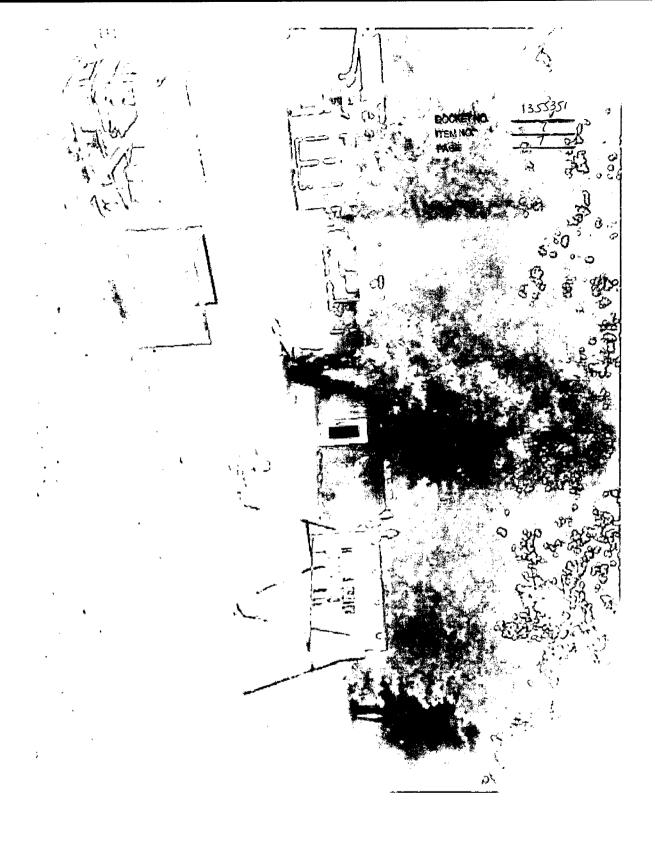


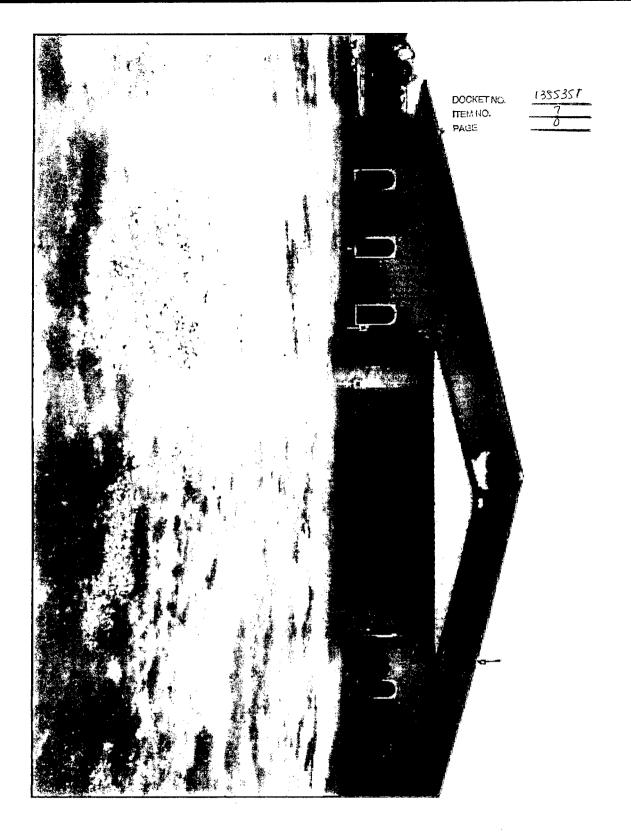


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1355351







## PS Form 150, Postmaster Workload Information

Post Office, State & Zip Code BOLES, AR 72926		Postmaster's Signature Al Alexnander	Date 05/10/2011
District Office, State & Zip Code ARKANSAS PFC, AR 72205		District Manager's Signature David Camp	Date 05/31/2011
(Check Box)  ✓ Vacancy  ✓ Management Review	RFR	See Instru on Revers	
Current Office Level			11
2. Finance Number	(1-6)	04	1062
3. General Delivery Families Served	(7-9)		0
Post Office Boxes/Call Boxes Rented	(10-15	)	52
5. Possible City Deliveries	(16-20	)	0
6. Administrative Rural Boxes Served	(21-25	)	0
7. Intermediate Rural Boxes Served	(26-30	)	0
Administrative Responsibility form Intermediate Rural Boxes for Other Offices	(31-35	)	0
Administrative Highway Contract/Star Route Boxes Served	(36-39	) 2	233
Intermediate Highway Contract/Star Route Boxes Served	(40-43	)	0
11. Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices ,	(44-47	)	0
12. Number of Carrier Stations/Branches	(48-49	)	0
13. Number of Finance Stations/Branches	(50-51	)	0
14. Number of Contract Stations/Branches & Community Post Offices	(52-53	)	0
15a. Does Office Experience A Seasonal Workload? (box one "Y" of yes, "N" for no) (If you answer "yes" of this question, complete 'Seasonal Workload' section on reverse.)	(54)		N
15b. Duration of Experience A Seasonal Workload? (minimum or 8 weeks)	(55-56	)	
16. Does Office Perform Outgoing Distribution for Other Offices?	(57)		N
17. Does Office Perform Incoming Distribution for Other Offices?	(58)		N
18. Does Office Perform Incoming Secondary Distribution for Other Offices?	(59)		N
19. Do You Separate All Incoming Letter Size Mail to City & Rural Carrier Routes for Your Own Office?	(60)		N
Do You Separate All Incoming Flat Size Mail to City & Rural Carrier Routes for Your Own Office? .	(61)		N
21. Do You Have Responsibility for Vehicle Maintenance Facilities?	(62)		N
22. Does Your Office Have Administrative Responsibility for an Air Transfer Office?	(63)		N
23. Is Postmaster Lessor for Government Owned Building?	(64)		N
24. Does Office Have MPLSM/SPLSM?	(65)		N
25. Does Office Distribute Food Stamps?	(65)		N

PS Form 150, January 1983

### PS Form 150, Postmaster Workload Information

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	Normal	During Seasonal Period
General Delivery Families Served	0	0
Post Office Boxes/Call Boxes Rented	52	o
Possible City Deliveries	0	0
Administrative Rural Boxes Served	0	0
Intermediate Rural Boxes Served	0	0
Administrative Responsibility/Number Intermediate Rural Boxes	0	0
Administrative Highway Contract/Star Route Boxes Served	233	0
Intermediate Highway Contract/Star Route Boxes Served	0	0
Administrative Responsibility/Number Intermediate Highway Contract/ Star Route Boxes	0	0

#### Instructions

- Enter current evaluated office level.
- 2. Enter the 6 digit post office finance number.
- Enter number of general delivery families served.
- Enter total number of post office boxes and call boxes rented. Do not confuse with the total number available. This total should include boxes rented at classified stations/branches as well as the main office including GPO's.
- Enter total possible city deliveries. The total reported should equal
  the total possible deliveries shown on Form 1821, Carrier Route
  Report for the previous accounting period.
- Enter the number of administrative boxes served. This is the number of rural route boxes served, within your ZIP Code ONLY by carriers administratively reporting to you. Do not include boxes on the routes which are in the ZIP Code of an intermediate office.
- 7. Enter the number of intermediate cural boxes served. This is the number of rural boxes, within your ZIP Code, served by a carrier administratively reporting to another postmaster. For credit, the mail must be incoming to your office and separated to the routes within your ZIP Code by you or your employees prior to carrier sequencing.
- Enter the number of intermediate rural boxes for which you are administratively responsible. This is the number of boxes served by a carrier administratively responsible to you, but which are located in the ZIP Code for another office.
- Enter the number of administrative highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor for whom your have administrative responsibility. Do not include boxes on the routes which are in the same ZIP Code of an intermediate office.
- 10. Enter the number of intermediate highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code CNLY by a contractor who administratively reports to another Postmaster. For credit the mail must be incoming to your office and separated to the contract route by you or your employees.
- 11. Enter the number of intermediate highway contract star route boxes for which you are administratively responsible. This is the number of boxes served by a contractor for whom you are administratively responsible and which are located in the ZIP Code of another office.
- Enter the number of classified stations and/or branches that have carrier delivery service.

- Enter the number of classified finance stations and/or branches (without carrier delivery service) staffed by postal employees.
- Enter the total number of contract stations, sural stations and community post offices.
  - (a) A contract station is a detached finance unit manned by non-postal employees.
  - (b) A rural station is a post office box delivery unit serviced by a rural carrier.
  - (c) A community post office is a contract unit which provides service in a small community.
- 15. To receive credit for a seasonal workload increase the items shown on the seasonal workload portion of the form must show a 25% increase and must last for a minimum of 8 weeks. The Christmas Season is not to be considered as a seasonal workload increase. Should your office have a seasonal workload increase you should enter the exact number of weeks the season lasts and complete the seasonal workload portion of the form in its entirety.

#### Questions 16 Thru 25 Should Be Answered Y (Yes) or N (No)

- 16. Does office separate massed outgoing mail originating in other associate offices to three digit ZIP CODE designating offices and/or area distribution centers and demonstrate a coloring, facing and cancelling operation?
- 17. Does office separate massed three digit sorted incoming mail to a five digit sort for other associate offices?
- 18. Does office separate incoming mail to carrier routes for other associate offices?
- Does office separate all incoming letter size mail to city, rural and/or star routes?
- 20. Does office separate all incoming flats to city and/or rural carrier routes without assistance from an MPC?
- 21. Do you have a vehicle maintenance facility under your jurisdiction?
- 22. Do you have an air transfer office under your jurisdiction?
- 23. Do you occupy a government-owned building and lease a portion of the building to someone else?
- 24. Does your office operate a Multiple Position Letter Sorting Machine (MPLSM) or Single Position Letter Sorting Machine (SPLSM)?
- 25. Does your office distribute food stamps?

## Worksheet for calculating Workload Service Credit (WSC) for Post Offices

	Worksheet for cal	culating Workl	oad Serv	rice Credit (	WSC) for Po	st Offices		
Office Name:	BOLES	_						
Office Zip+4:	72926 -9998	District:	ARKANS	AS PFC				
		Ad	tivity WS	SCs				
General Delivery F	amilies Served (Item 3	, PS Form 150)			. 0	X 1.0	=	0
Post Office Boxes/	Call Boxes Rented (Ite	m 4, PS Form 1	50)		52	X 1.0	=	52
Possible City Deliv	eries (Item 5, PS Form	150)			. 0	X 1.33	=	0
Administrative Rur	al Boxes Served (Item	6, PS Form 150	))		. 0	X 1.0	=	0
Intermediate Rural	Boxes Served (Item 7	, PS Form 150)			. 0	X 0.7	=	0
	ponsibility for Intermed							
(Item 8, PS Form	150)				0	X 0.3	=	0
Administrative High	nway Contract/Star Ro	ute Boxes Serve	ed					
	150)					V 4 0		222
 Intermediate ⊟iahu	vay Contract/Star Rout	a Bayaa Sanjaa	ı		233	X 1.0	=	233
	m 150)							
`	,				0	X 0.7	=	0
	ponsibility for Intermed fices (Item 11, PS Fort				0	X 0.3	. =	0
Boxes for Other Or	•	otal Activity WS				^ 0.3	, <b>-</b>	285
	·	,	venue W		•			
<b>-</b>					a.e		05.00	
First		5 revenue units			25 units	= .	25.00	
Next		5 revenue units			10 units	= .	5.00	
Next		0 revenue units		×—	0 units	= .	0.00	
Next		0 revenue units		×—	0 units	=	0.00	
		of revenue units	. 0.01	×	0 units	= .	0.00	
	Total revenue \	/VSCs:					30.00	
Activity WSCs	285 + Revenue V	VSCs =30	.00 Ba	ase WSCs	315.00	= EAS Grade	11	
Previous evaluation	n: EAS grade	11						
Effective date of c	hange in service hours	• •				(if	appropriate	∋)
(when a vacancy	exists, hours must refle	ct the appropria	te EAS g	rade)				
Worksheet comple	eted by:							
JACKIE STUBITS	сн		JA	CKIE.M.ST	JBITSCH@L	JSPS.GOV		
Printed Name			Si	gnature				
ARKANSAS PFC	District Review Coordi	nator	05	5/27/2011				
Title			— <u>D</u> a	ate		****		

### **Window Transaction Survey**

TITLICON TIME					
			Window Transaction Sur	vey	
PO Name:	BOLES	ZIP+4:	72926 - 9998	Completed By:	TANYA BOYLES
Survey Period:	05/07/2011	through	05/20/2011		

Record the number of retail window transactions in the appropriate columns for each day. Consider a sale of stamps as one transaction. A sale of stamps and a money order is two transactions. Do not record the handing out over the counter of box mail, general delivery mail, or carrier mail. Instead of this worksheet, you may use PS Form 2007-A, Window Transaction Record; PS Form 2007-B, Window Transaction Conversion; and PS Form 2007-C, Window Transaction Survey. To obtain the average daily number of transactions, divide the total number of transactions during the survey period by the number of days in the survey. The allowable time per transaction is shown in each column in minutes. To determine the average daily workload in minutes, multiply the number of transactions in each column by the time conversion for that column, total the time conversions for all columns, and divide the total number of minutes by the number of days in the survey period.

	Postago	Priority Parcels	Express Registered	Passports Meter	Box	Certified Insured Special		Nonrevenue
Day/Date	Sales (.777)	Orders (1.083)	C.O.D	Settings	Rent	Service		Services
Sat - 05/07	2	1	0	0	0	0	0	0
Sun - 05/08	0	0	0	0	0	0	0	0
Mon - 05/09	6	4	0	0	0	0	0	0
Tue - 05/10	4	0	0	0	0	0	0	3
Wed - 05/11	5	0	0	0	0	0	1	3
Thu - 05/12	4	1	0	0	0	0	1	2
Fri - 05/13	3	0	0	0	0	0	1	3
Sat - 05/14	1	1	0	0	0	0	0	2
Sun - 05/15	0	0	0	0	0	0	0	0
Mon - 05/16	4	0	0	0	0	0	1	5
Tue - 05/17	3	2	0	0	0	0	2	2
Wed - 05/18	3	2	0	0	0	1	2	3
Thu - 05/19	6	1	0	0	0	0	2	4
Fri - 05/20	4	0	0	0	0	0	0	2
TOTALS	45	12	0	0	0	1	10	29
Time Factor	X .777	X 1.083	X 1.969	X 5.06	X 2.875	X 1.792	X 1.787	X 1.188
Daily Average	2.9	1.1	0.0	0.0	0.0	0.1	1.5	2.9
Average Number Daily Transactions:			8.	.1		ge Daily R ad in Min		8.5

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## Survey of Incoming Mail

Survey of Incoming Mail (Record in Pieces)

Post Office Name and Zip+4

BOLES 72926 - 9998

Dates Recorded

05/07/2011 through 05/20/2011

Date	Letters		F	Flats		rcels	Other		
	First Class	Standard	First Class	Standard	Priority	Standard			
Sat - 05/07	196	241	7	200	1	25	0	0	
Sun - 05/08	0	0	0	0	0	0	0	0	
Mon - 05/09	371	742	5	120	4	26	0	0	
Tue - 05/10	140	178	31	134	1	8	0	0	
Wed - 05/11	160	263	9	211	0	8	0	0	
Thu - 05/12	241	140	37	51	2	13	0	0	
Fri - 05/13	219	168	28	33	3	13	0	0	
Sat - 05/14	318	117	0	0	10	6	0	0	
Sun - 05/15	0	0	0	0	0	0	0	0	
Mon - 05/16	388	117	6	35	5	13	0	0	
Tue - 05/17	327	277	5	92	4	5	0	0	
Wed - 05/18	339	140	2	170	3	10	0	0	
Thu - 05/19	220	209	1	38	5	6	0	0	
Fri - 05/20	274	153	50	66	1	10	0	0	
TOTALS	3,193	2,745	181	1,150	39	143	0	0	
Daily Average	266.1	228.8	15.1	95.8	3.3	11.9	0.0	0.0	

Signature of Person Making Count:

KHN96V

Printed Name:

KHN96V

Date:

05/21/11

## **Conversion Rate**

Letter Type	Total Pieces Per Foot	Flat Type	Total Pieces Per Foot
Manual Letters	227	Manual Flats	115
Automated Letters	215	Automated Flats	115
Sequenced Letters	227	Sequenced Flats	115

Conversion rates are subject to periodic updates which will be published and disseminated when applicable.

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## Survey of Dispatched Mail

Survey of Dispatched Mail (Record in Pieces)

Post Office Name and Zip+4

BOLES 72926 - 9998

Dates Recorded

05/07/2011 through 05/20/2011

Date	Le	tters	F	ats	Pai	rcels	Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 05/07	13	2	0	0	1	0	0	0
Sun - 05/08	0	0	0	0	0	0	0	0
Mon - 05/09	33	0	0	0	2	3	0	0
Tue - 05/10	30	0	0	0	0	0	0	0
Wed - 05/11	12	0	0	0	0	0	0	0
Thu - 05/12	6	0	0	0	0	0	0	0
Fri - 05/13	98	0	0	0	1	0	0	0
Sat - 05/14	31	0	0	0	0	0	0	0
Sun - 05/15	0	0	0	0	0	0	0	0
Mon - 05/16	56	0	0	0	0	0	0	0
Tue - 05/17	60	0	1	0	1	3	0	0
Wed - 05/18	59	0	0	0	2	1	0	0
Thu - 05/19	37	0	0	0	0	0	0	0
Fri - 05/20	39	0	1	0	0	0	0	0
TOTALS	474	2	2	0	7	7	0	0
Daily Average	39.5	0.2	0.2	0.0	0.6	0.6	0.0	0.0

Signature of Person Making Count:

Printed Name:

Date:

KHN96V

KHN96V

05/21/11



### 05/07/2011

### OIC/POSTMASTER

SUBJECT: BOLES Post Office

Please provide the names and addresses of businesses, religious institutions, civic organizations, and local government offices, and schools that are served by the BOLES Post Office. The list of businesses should include small, part-time and in-home businesses, as well as public institutions, such as schools, police departments, etc; religious institutions and businesses physically located outside the community that use retail services on a routine basis at the BOLES Post Office. Also, please provide the total number of permit mailers and postage meter customers. Indicate in the space below the total number of Post Office box, general, and street delivery customers served by the office. Return all documents to JACKIE STUBITSCH by 05/21/2011. This information will be entered into the official record for public viewing.

Post Office Box	52
General Delivery	0
Rural Route (RR)	0
Highway Contract Route (HCR)	233
Intermediate RR	0
Intermediate HCR	0
City Delivery	0
<b>Total Customers</b>	285

If you have any comments on alternate means of providing services to the BOLES customers, please provide them below:

JACKIE STUBITSCH

Post Office Review Coordinator

Comments:

cc: Official Record



### 05/10/2011

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the BOLES Post Office, 72926 - 9998, located in SCOTT County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please enter your findings in the yellow blocks below. Once complete please click submit. You can print from above. Signatures are captured electronically.

Thank you for your assistance in this matter

JACKIE STUBITSCH Post Office Review Coordinator ARKANSAS PFC

NBR records of mail theft or vandalism: 2

Comments/Findings:

cc: Official Record

Docket: 1355351 - 72926 Item Nbr: 15 Page Nbr: 1

		Post Off	ice Survey Sheet	
	Post Office Name	BOLES	ZIP+4	72926-9998
	Congressional District	AR04	Date	08/26/2011
1.	List specific information ab where restrooms are availab n/a	out the facility, such as structule, security, and other deficient	ural defects, safety hazards, lack of running encies or factors to consider.	water or restrooms (if so,
2.	Is the facility accessible	to persons with disabilities?	Yes No	
3.	Lease terms? 30-day can	cellation clause? lease 06/	01/2016, 360 day early termination clause,	lease \$5100.00 annually
4.	Are suitable alternate qua	arters available for an indepen	dent Post Office? If so, where?	
5.	List potential CPO sites.			
6.	Are there any postage me If yes, please identify the	eter customers or permit maile em by name and address.	ers? Yes 🖊 No	
7.	Which career and noncar 2 non career. PMR & HO	- ·	d and what accommodations will be made f	or them?
8.	box be retained? Will a loc	cked pouch be utilized? t driver @ 7:30, dispatch mail	what times? How will this be affected by d	
	How many Post Office b	oxes are installed?	110	
	How many Post Office b	oxes are used?	52	
	What are the window ser	vice hours?	07:00 - 13:00 - 13:30 - 15:15 M-F	
	e e		07:30 - 10:45 S	
	What are the lobby hours	3?	24 hrs M-F	
			24 hrs S	
9.	Have there been recent c	ases of mail theft or vandalism	n reported to the postmaster/OIC? Explain.	
	no		W4 -	

## Post Office Survey Sheet(continued)

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Page Nbr: 15 Page Nbr: 2

11.	none  List potential CBU/parcel lockers sites and distances from present Post Office site.  none						
12.	Are the handica	re any special customer needs? (People who cannot read or write, who cannot drive, who aps, etc.) How can these people be accommodated?	have infirmities or physical				
13.	Rural delivery/HCR delivery.						
	a.	What is current evaluation?					
	b.	Will this change result in the route being overburdened?	Yes 🖊 No				
		If so, what accommodations will be made to adjust the route?					
	c.	How many boxes and miles will be added to the route?	0, box 0.00 Miles				
	d.	What would be the additional annual expense if the route is increased?	0				
	e.	What is the one-time cost of CBU/parcel locker installation (id appropriate)?	0				
	f.	At what time of the day does the carrier begin delivery to the community?					
		Will this delivery time be affected if the office is discontinued? (Y or N)	☐ Yes 📝 No				
		If so, how?	0				
14.		If so, how?  Post Office box fees at the facility that will provide alternative service different from the inued? If so, how (Cost)?  More Same Less	ose at the office to be				

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## **Community Survey Sheet**

			nity Survey Sheet		
	Post Office Name	BOLES	ZIP+4	72926-9998	
	Congressional District	AR04	Date	05/27/2011	
1.	Incorporated?		☐ Yes 📝 No		
	Local government provide	led by:	Scott County		
	Police protection provide	ed by:	Scott County Sherrifs D	ept	
	Fire protection provided	by:	Boles Volunteer Fire De	pt	
	School location:		Waldron		
			ed? (Please document your source)		
20 30 20 Po 50	010 Population Growth and 08,455,134 Square Miles 13: 3.38% 24.02% Population Copulation Male 330 50.69% 0.52% Median Age 43.00 36	Population Statistics Boles, Al 5.36 52,068.17 N / A Population ange Since 2000 -1.36% 8.51 1,431,075 49.33% 152,625,76.50 35.60 The data for Boles,	R 72926 Arkansas United States Total Popu on Density 4.80 55.70 87.20 Population Cha 1% 9.61% Forecasted Population Change by 16 49.48% Population Female 321 49.31% I AR 72926 may also contain data for the fol	ange Since 1990 -43.64% 2014 4.15% 4.01% 4.52% ,469,754 50.67% 155,829,36	
20 30 21 Po 50	010 Population Growth and 08,455,134 Square Miles 13: 3.38% 24.02% Population Copulation Male 330 50.69% 0.52% Median Age 43.00 36 ttp://www.clrsearch.com/729 History. (Are there any special con Is the Post Office facility	Population Statistics Boles, Al 5.36 52,068.17 N / A Population ange Since 2000 -1.36% 8.51 1,431,075 49.33% 152,625,76.50 35.60 The data for Boles,	R 72926 Arkansas United States Total Populon Density 4.80 55.70 87.20 Population Change by 9.61% Forecasted Population Change by 6 49.48% Population Female 321 49.31% 1 AR 72926 may also contain data for the follow-Growth-and-Population-Statistics at the the community?	ange Since 1990 -43.64% 2014 4.15% 4.01% 4.52% ,469,754 50.67% 155,829,361	
20 30 20 Po 50 ht	010 Population Growth and 08,455,134 Square Miles 13: 3.38% 24.02% Population Copulation Male 330 50.69% 0.52% Median Age 43.00 36 ttp://www.clrsearch.com/729 History. (Are there any special colls the Post Office facility Check with the field real none	Population Statistics Boles, Al 5.36 52,068.17 N / A Population ange Since 2000 -1.36% 8.51,431,075 49.33% 152,625,76.50 35.60 The data for Boles, 26_Demographics/Population pecial historical events related numerity events to consider? a state or national historic lar estate office when verification conomic make-up of the common	R 72926 Arkansas United States Total Populon Density 4.80 55.70 87.20 Population Change by 9.61% Forecasted Population Change by 6 49.48% Population Female 321 49.31% 1 AR 72926 may also contain data for the follow-Growth-and-Population-Statistics at the the community?	ange Since 1990 -43.64% 2014 4.15% 4.01% 4.52% ,469,754 50.67% 155,829,366 lowing areas: Boles	

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## **Highway Contract Route Cost Analysis Form**

Highway Contract Route Estimated Cost for Alternative Service							
Office Name: Office Zip+4:	BOLES 72926 -9998	— District:	ARKANSAS PFC				
1. Enter th	e number of additional b be added to the route		0	x 3.64 hours per year	0.00		
	e number of additional be added to the route		0.00	x 10.40 hours per year	0.00		
				Total time added to the route	0.00		
	e HCR hourly rate t Area Manager, Purchasi	ng/Contractinເ	3		0.00		
	Total additiona	I compensati	on (HCR hourly rate	x total time added to the route)	0.00		

## **Rural Route Cost Analysis Form**

Docket: 1355351 - 72926

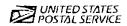
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#### **Rural Route Carrier Estimated Cost for Alternative Replacement Service** Office Name: **BOLES** Office Zip+4: 72926 -9998 District: ARKANSAS PFC Enter the number of additional 0 boxes to be added to the rural route 2. Enter the number of additional 0.00 miles to be added to the route Enter the volume factor 0.00 0.00 Total (additional boxes x volume factor) Enter the number of additional boxes 3. 0 to be added to the rural route 0.00 0.00 Centralized boxes x 1.00 Min Regular L route boxes 0.00 x 1.82 Min 0.00 Regular Non-L route boxes 0.00 0.00 x 2.00 Min Total additional box allowance 0.00 Enter the number of additional daily miles to be added to the x 12 Mileage 4. 0.00 Standard 0.00 rural route Total additional minutes per week 0.00 (miles carried to two decimal places) 5. Total additional annual minutes (additional minutes per week year) 0.00 x 52 Weeks 0.00 6. Total additional annual hours (additional annual minutes/ 60 minutes per hour) 0.00 / 60 Minutes 0.00 Enter the rural cost per hour (see 7. national payroll summary report - rural 0.00 carrier, consolidated) Total Annual Cost (additional annual hours x rural cost per hour) 0.00 Enter lock pouch allowance (if applicable) 0.00 Total annual cost for alternate service (annual cost minus lock pouch allowance) 0.00

POST OF	rice COLIDATION PROPOSA	L	1. Date Prepared		
2. Post Office Name		3. State and ZIP + 4 Code		05/27/2011	
BOLES	a Customor Sandao	AR, 72926-9998    6. County   7. Congressional District			
	ea, Customer Service JTHWEST	SCOTT	AR04	Sional District	
Reason for Proposal to Discontinue This office is vacant and earns 2.0 hours daily	9. PO Emergency Suspend() No Suspension	Reason and Date)	10. Proposed Permand	ent Alternate Service	
11. Staffing			12. Hours of Service		
a. PM PM Vacancy II Occupied 05/01/2009	Reason & Date: retired	a. Time M-F 07:00 - 13:00 - 13:30 - 15:	Sat 07:30 - 10:45	Total Window Hours Per Week	
b. OIC Career	Non-Career	a. Lobby Time M-F 24 hrs	Sat 24 hrs	42.00	
c. Current PM POSITION Level (150) EAS-11	Downgraded from EAS-11		l	1	
1 1	No of Non-Career- 0	<b>!</b>			
	No of Non-Career- 0	<u></u>			
13. Number of Custome			4. Daily Volume (Pieces	<del></del>	
a. General Delivery	0	Types of Mail	Received	Dispatched	
b. P.O. Box	52	a. First-Class	494	39	
c. City Delivery	0	b. Newspaper	110	0	
d. Rural Delivery	0	c. Parcel	15	1	
e. Highway Contract Route Box  f. Total	233	d. Other e. Total	0 619	40	
	0		019		
g. No. Receiving Duplicate Service h. Average No. Daily Transactions	8.10	f. No. of Postage Meters g. No. of Permits		0	
Finances a. FY	0.10	Receipts	b. EAS Step 1	c. PM Fringe Benefits	
2008 2009 2010		\$ 12,650 \$ 11,508 \$ 13,351	PM Basic Salary (no Cola) \$ 33168		
	16a. C	Quarters			
Postal Owned	Leased (if Leased, Expiration Date)	05/31/2011	Annual L	ease \$ 4200	
30-day cancellation clause? Yes	No Evi	icted? Yes No	(if Yes, must vacate by)		
Located in: Business Home	Other Su	uitable alternate quarters ava	ilable? Yes	No	
16b. Explain: n/a					
17. Schools, Churches and Organization in S Y City VFD Boles VFD Boles Free Will Baptis Church of God Boles Southern Baptist Church	t Church Chant Pentecostal	19. Administrative/Emana Name WALDRON Window Service Hours: M- Lobby Hours: M- PO Boxes Available: 756	EAS Level 1 F 9:00 to 4:30	8 Miles Away 10.0 SAT 10:00 to 12:00 SAT 24 hrs	
18. Businesses in Service Area: E Z Mart Fred's Country Cookin' Jim's Tree S	No: 20	20. Nearest Post Office (ii	EAS		
Wellness Renaissance Network Able Too Ent FNG Farms B & B Roofing Red Barn at Y City Taxidermy T&L Recovery Y City Mountain Inr Masonry The Inn & The Cottage at Midway H Aviation HilQK9 Training Ctr. Full Moon Adv.	terprises Roger's Trailer Sales y A.J. Wing & Assoc. Larry's n and Campground Parks ARKO Woodworks Herr	PO Boxes Available: 75	Level	8 Miles Away 10.0 SAT 10:00 to 12:00 SAT 24 hrs	
Printed Name and Title	21. Pre	pared by Signature		Telephone No. ACA	
JACKIE STUBITSCH		JÄCKIE STUBITSCH		Telephone No. AC () (501) 228-4171	
PO Discontinuance Coordinator Name JACKIE STUBITSCH	Telephone No. AC () (501) 228-4171	Location LITTLE ROCK, AR			
PS Form 4920 June 1993	<u></u>				



A. A.		10 - 10 - 10 - 10 - 10 - 10 - 10 - 10 -			
A. Office					
Name: BOLES			State: AR	Zip Code	e: <u>72926</u>
Area: SOUTHW	EST	District:	ARKANSAS PFC		
Congressional Distric	t: AR04 11	County:	SCOTT Finance Number:	041062	<del></del>
EAS Grade:		_			
Post Office:	Classified Station		Classified Branch		PO
This form is a place l	holder for number 19. And the verification	of new service t	ype is complete.		
Prepared by:	Jackie Stubitsch	***	1	Date:	08/26/2011
Title:	ARKANSAS PFC Post Office Review Co	ordinator			
Tele No:	(501) 228-4171		1	Fax No:	(650) 577-5059



06/01/11

OIC/POSTMASTER

SUBJECT: BOLES Post Office

Enclosed are questionnaires addressed to customers of the BOLES Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by 06/14/2011 for further review.

Jackie Stubitsch Post Office Review Coordinator Enclosures



TOCKET NO

1355351

June 2, 2011

#### Dear Postal Customer:

The U.S. Postal Service would like your opinion concerning a possible change in the way your postal service is provided. The recommended change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service.

A review of the business activities of the Boles Post Office revealed the office's workload has declined. This reduced workload suggests the maintenance of an independent office at Witter may not be warranted.

We are studying the feasibility of providing postal services from the Waldron Post Office. Post Office box service is also available at this location.

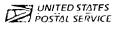
In order to provide feedback regarding this proposed change, please return the enclosed questionnaire by using the pre-addressed envelope provided.

Postal representatives will be at the Boles Community Center on June 14, 2011, from 5:30 pm – 6:30 pm to answer questions and provide information about our service. The community center is located at 2728 Dooley Rd., in Boles. Questionnaires will be accepted through the date of the meeting, June 14.

Sincerely.

Jackie M. Stubitsch Study Coordinator

420 Natural Resources Dr Little Rock AR 72205-9321 Phone 501-228-4171



PAGES ACC SEMINO SEMINO

35535.

#### POST OFFICE ON WHEELS SERVICES AVAILABLE FROM RURAL AND HIGHWAY CONTRACT ROUTE CARRIERS

You can eliminate almost all trips to the Post Office, because doing business with the Postal Service is as close as your mailbox. The carrier can provide virtually all postal services to you, and most transactions do not require meeting the carrier at the mailbox. Some of the most frequently used services are:

#### **MAILING PACKAGES**

Carriers will accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. The package MUST have a matching return address that is the same as the collection point. If postage has not been applied, estimate the amount of postage needed and leave the money in the mailbox. If insurance is desired, the value of the contents must be specified. The carrier will take the package to the Post Office and it will be weighed to determine the appropriate rate. The package will be mailed that same day. The carrier will leave the customer's change and insurance receipt, if appropriate, in the mailbox on the next delivery day.

#### **PURCHASING STAMPS BY MAIL**

The Stamps by Mail program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R. Stamp Purchase Order (Rural), available from the Post Office or the carrier. Commemorative stamps and stamp-collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the United States Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

### **PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the Post Office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

### SPECIAL SERVICES

Special services such as Certified Registered Express Mail. Delivery Confirmation, Signature Confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

### HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the Post Office during their absence. Upon return, the customer asks the Post Office to resume delivery.





POCKETING	
ITEN NO.	
22.6 x 2 C	

(35535)

### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the BOLES Post Office for each of the following:

Pos	tal Services	Daily	Weekly	Monthly	Never
а	Buying Stamps		•		
b	Mailing Letters			•	
C	Mailing Parcels				
d.	Pick up Post Office box mail				
e	Pick up general delivery mail				
f.	Buying money orders				
g.	Obtaining special services, including Certified Mail. Registered Mail. Insured Mail, Delivery Confirmation or Signature Confirmation.	-			
ħ.	Sending Express Mail				
1	Buying stamp-collecting material				
Oth	ner Postal Services				
a.	Entering permit mailings	YES	, NO		
b.	Resetting/using postage meter	YES	NO		
No	npostal Services				
а	Picking up government forms (such as tax forms)	YES	NO		
b.	Using for school bus stop	YES	NO		
С	Assisting senior citizens, persons with disabilities, etc.	YES	NO		
	If yes, please explain				
d	Using public bulletin board	YES	, NO		
е	Other	YES	NO		
	If yes please explain		<del></del>		<del></del>
Do	you pass another Post Office during business hours while traveling to or from wo	ork, or shop	ping, or for	personal n	eeds?
		YES	. NO		
	If yes, please explain				





JUMNO.

1355351

If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service complete this section. How do you think carrier route delivery service compares to your current service?

	Better	Just as Good	No Opinion	Worse
	If yes please explain			
4	For which of the following do services?	you leave your community? (Check	all that apply.) Where do you go t	o obtain these
	Shopping			
	Personal needs			
	Banking			
	Employment			
	Social needs			
	Yes No If yes would you continue to	use them if the Post Office is discon	tinued?	
	Yes <b>N</b> o			
	iling Address			
Nam	e			
Addı	ess			-
Tele	phone			
Date				
Date				





06/16/2011

#### Dear Postal Service Customer

Thank you for returning your questionnaire concerning the proposed discontinuance of the Boles Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

- You expressed a concern about the later delivery of your mail. Mail delivery times will remain the same. Mail delivery times will remain the same.
- You expressed a concern about the loss of the Communities identity. A community's identity derives from the interest and
  vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the
  use of the Community name and ZIP Code in addresses.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special
  challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units.
  Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or
  special customer needs. To request an exception for hardship delivery customers may confact the administrative postmaster for
  second formation. more information.
- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a stot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Boles Post Office should be pursued, a formal proposal will be posted in the Waldron Post Office and Boles Post Office at a later date. If you have additional questions or comments, please feel free to contact Jackie Stubitsch at (501) 228-4171.

Sincerely,

DIANE TINDLE

Manager, Post Office Operations 420 Natural Resources Di

Little Rock AR. 72205-4100

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### **Postal Service Customer Questionnaire**

	Pos	stal Services	Daily	Weekly	Monthly	Never
	a.	Buying Stamps			过	
	b.	Mailing Letters			团	
	C.	Mailing Parcels			」	
	d.	Pick up Post Office box mail				耳
	e.	Pick up general delivery mail				J
	f.	Buying money orders			$\square$	
	g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			I	
	h.	Sending Express Mail				M
	i.	Buying stamp-collecting material				I
	Oth	ner Postal Services		r		
	a.	Entering permit mailings	YES	₩ ио		
	b.	Resetting/using postage meter	YES	☑ NO		
	No	npostal Services	,			
	a.	Picking up government forms (such as tax forms)	YES	∏ NO		
	b.	Using for school bus stop	YES	1 NO		
	c.	Assisting senior citizens, persons with disabilities, etc.	YES	NO 🗹		
		If yes, please explain:				
	ď.	Using public bulletin board	YES	∏ NO		
	e.	Other	YES	₫ ио		
		If yes, please explain:				
2.	Do	you pass another Post Office during business hours while traveling to or from wo	ork, or shopp	oing, or for p	ersonal ne	eds?
			YES	NO		
		If yes, please explain:				

## UNITED STATES POSTAL SERVICE.

ა, I	Post Office box service compares to your curre	very, there will be no change to your deliver e or general delivery service, complete this : ent service?	y service — proceed to question section. How do you think carrier	If you currently receive route delivery service
	Better	Just as Good	No Opinion	Worse
	If yes, please expl	ain:		
4.	For which of the foll services?	owing do you leave your community? (Chec	ck all that apply.) Where do you g	o to obtain these
	Shopping	Mena, Waldron, Fit:	Smith	
	Personal r	,		
	Banking	Mena		
	Employme			
	Social nee			
_	We are n	ew here and have not i	established regu	lar social meet
5.	Do you currently use	ew here and have not a local businesses in the community?  No whenever available	. A prefer doing	business local
	If yes, would you co	ntinue to use them if the Post Office is disco		
	Yes 🚺	No No		
Mail	ing Address			
· · · ·	· ·	n is a second		
Name	: Maurice	& Linda Shiflett		
Addre	ss: 15500	Kulp Rd., Boles A	-R	
Teleph	none: 479 -	923-4799		
Date:	6-3-1			

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### **Postal Service Customer Questionnaire**

	Pos	stal Services	Daily	Weekly	Monthly	Never	
	a.	Buying Stamps			<b>F</b>		
	b.	Mailing Letters		N			
	C.	Mailing Parcels			[ <del>]</del>		
	d.	Pick up Post Office box mail				¥	
	e.	Pick up general delivery mail				Ø	
	f.	Buying money orders				ĭ <del>∑</del>	
	g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				<b>区</b>	
	h.	Sending Express Mail			. 🗀	M	
	i.	Buying stamp-collecting material				N N	
	Oth	er Postal Services					
	a.	Entering permit mailings	YES	⊠ ио			
	b.	Resetting/using postage meter	YES	<b>⊠</b> NO			
	Nor	npostal Services					
	a.	Picking up government forms (such as tax forms)	YES	M ∰			
	b.	Using for school bus stop	YES	₩ №			
	C.	Assisting senior citizens, persons with disabilities, etc.	YES	₩ №			
		If yes, please explain:					
	d.	Using public bulletin board	YES	<mark>∑</mark> NO			
	e.	Other	YES	<b>⋈</b> NO			
		If yes, please explain:			<del></del>		
2.	Doy	you pass another Post Office during business hours while traveling to or from wo	ork, or shopp	ing, or for p	ersonal ne	eds?	
			YES	☐ NO			
		If yes, please explain:			HeW	SHO	PPING
			·				



3.	If you have carrier of Post Office box ser compares to your c	rvice or general de	be no change to your del livery service, complete th	ivery service — proceed to question 4. his section. How do you think carrier ro	If you currently receive ute delivery service
	☐ Be	etter	Just as Good	No Opinion	Worse
	If yes, please e	explain:			
4.	For which of the services?	following do you l	eave your community? (C	heck all that apply.) Where do you go	to obtain these
	Shoppi Shoppi	ing MPN	A		
	Person	nal needs M. I.	ENA	CHURCH - WALDRON	v)
	Bankin		En) PI		
_	Employ	/ment			
	Social r	needs M E	NA		
5.	Do you currently	use local busines	ses in the community?		
	Yes	s 🔀 No			
			nem if the Post Office is d	scontinued?	
	Yes	s No			
Мa	iling Address				
Vam	ne: BARBA	FRA M	UILENBU	RG	
Addı	ress: 2027	78 Ha	1771 So	WTH BOKES, A.	P 72926
			2345		
Date	06-0	3-//	· · · · · · · · · · · · · · · · · · ·		



### **Postal Service Customer Questionnaire**

Pos	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps				
b.	Mailing Letters		II .		
C.	Mailing Parcels			V	
d.	Pick up Post Office box mail				
e.	Pick up general delivery mail				
f.	Buying money orders			V	
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			Image: section of the sec	
h.	Sending Express Mail				
i.	Buying stamp-collecting material				
Oth	er Postal Services				
a.	Entering permit mailings	YES	NO FI		
b.	Resetting/using postage meter	YES	U NO		
Noi	npostal Services		,		
a.	Picking up government forms (such as tax forms)	YES	NO NO		
b.	Using for school bus stop	YES	No No		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	NO		
	If yes, please explain:				
d.	Using public bulletin board	YES	☑/NO	-	
e.	Other	YES	NO		
	If yes, please explain:				
Do	you pass another Post Office during business hours while traveling to or from wo	ork, or shopp	oing, or for p	ersonal ne	eds?
		YES	[]NO		
	If yes, please explain:				



3. F	Post Office	ce box service or gen- s to your current servi	eral delivery service, complete this	ery service — proceed to question as section. How do you think carrier i	4. If you currently receive route delivery service
		Better	Just as Good	No Opinion	Worse
	If yes	, please explain:			
					·
4.	For wh	nich of the following d	o you leave your community? (Che	eck all that apply.) Where do you go	to obtain these
	15	Shopping			
	Image: section of the sec	Personal needs			
	U	Banking			
		Employment			
		Social needs			
5.	Dava	augranthy una lagal h	violence in the community of		
J.	Do you	Yes V No	ousinesses in the community?		
	If yes,	would you continue to	o use them if the Post Office is disc	continued?	
		Yes No	·		
Mail Name	ing Ac	ldress Ronald	+ Becky Pa	arks	
Addre	ss:	12105	5 Hwy 71.	South Box	Per AR
Telepl	hone:	419-	577-2597	·	•
Date:		6-6-1	1)	,	



### **Postal Service Customer Questionnaire**

Pos	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			V	
b.	Mailing Letters				
C.	Mailing Parcels				
d.	Pick up Post Office box mail				
e.	Pick up general delivery mail				
f.	Buying money orders				
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			$\square$	
<b>h.</b> ,	Sending Express Mail				
i.	Buying stamp-collecting material				
Oth	er Postal Services				
a.	Entering permit mailings	YES	<b>₩</b> Ñ0		
b.	Resetting/using postage meter	YES			
Noi	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	MO		
b.	Using for school bus stop	YES	MO		
c.	Assisting senior citizens, persons with disabilities, etc.	YES	<b>I</b> □ NO		
	If yes, please explain:				·
d.	Using public bulletin board	YES	₩ NO		
e.	Other	YES	H NO		
	If yes, please explain:		<del> </del>		
Doy	you pass another Post Office during business hours while traveling to or from wo	rk, or shopp	oing, or for p	ersonal ne	eds?
•	- · · · · · · · · · · · · · · · · · · ·		₩0	•	
	If yes, please explain:			_	



3.	Post Unic	re carrier delivery, the box service or get to your current ser	ere will be no change to your deliven neral delivery service, complete this s rice?	y service — proceed to question ection. How do you think carrier	4. If you currently receive route delivery service
		Better	Just as Good	No Opinion	Worse
	If yes	, please explain:			
			· · · · · · · · · · · · · · · · · · ·	<u> </u>	
4.	For wh	ich of the following	do you leave your community? (Chec	k all that apply.) Where do you g	o to obtain these
		Shopping			
		Personal needs			
		Banking			
		Employment			
		Social needs			
5.	Do you	currently use local Yes No	businesses in the community?		
	If yes, v	would you continue	to use them if the Post Office is disco	ntinued?	
		Yes No			
Ma	iling Ad	Idress Lin	da RogelS ISLane Boie	C A	21-
Nam	e. I V	13111001	213 Latte Dote	311111011	<u> </u>
Addr	ess:		<u></u>		
Telep	ohone:	-479-5	77-2231		
Date	7-	10-11			

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### **Postal Service Customer Questionnaire**

	Pos	stal Services	Daily	Weekly	Monthly	Never
	a.	Buying Stamps			X	
	b.	Mailing Letters			X	
	C.	Mailing Parcels				[]Som
	d.	Pick up Post Office box mail				X
	e.	Pick up general delivery mail				X
	f.	Buying money orders				X
	g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				$\boxtimes$
,	, h,.	Sending Express Mail				X
	i.	Buying stamp-collecting material				X
	Oth	er Postal Services				
	a.	Entering permit mailings	YES	⊠ NO		
	b.	Resetting/using postage meter	YES	NO		
	noN	npostal Services				
	a.	Picking up government forms (such as tax forms)	YES	NO		
	b.	Using for school bus stop	YES	X NO		
	C.	Assisting senior citizens, persons with disabilities, etc.	YES	X) NO		
		If yes, please explain:		<u> </u>		
	d.	Using public bulletin board .	YES	⊠ №		<del></del>
	e.	Other	YES	NO NO		
		If yes, please explain:				<del>,</del>
2.	Doy	you pass another Post Office during business hours while traveling to or from wor	k, or shopp	ing, or for p	ersonal ne	eds?
			☐ YES	NO 🔀		
		If yes, please explain:		•		



<ol><li>Post Of</li></ol>	fice box service or geres to your current serv	neral delivery service, complet	e this section. How do you think	uestion 4. If you currently receive carrier route delivery service
	Better	Just as Good	No Opinion	Worse
If ye	es, please explain:			
4. For v	which of the following cices?	do you leave your community?	(Check all that apply.) Where do	o you go to obtain these
X	Shopping W	aldren		
X	Personal needs			
X	Banking V	Jaldron		
X	Employment \	Waldron		
	Social needs			
	ou currently use local   X Yes No No No No No	Rural - Who to use them if the Post Office is Rural Area	at is available s discontinued?	-gas nd restaurant
Mailing A	Address			
Name:	S. Wrig	ht		
Address:	4581 7	twy 270	Boles AR	72926
Telephone:	577-2	328		
Date:	6-13-11			



#### **Postal Service Customer Questionnaire**

	Pos	stal Services	Daily	Weekly	Monthly	Never
	a.	Buying Stamps				X
	b.	Mailing Letters			X	
	C.	Mailing Parcels				X
	d.	Pick up Post Office box mail	X			
	e.	Pick up general delivery mail	□`			X
	f.	Buying money orders				区
	g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				X
	þ.	Sending Express Mail				
	i.	Buying stamp-collecting material				区
	Oth	er Postal Services				
	a.	Entering permit mailings	YES	М Ж		
	b.	Resetting/using postage meter	YES	MO MO		
	Nor	npostal Services		•		
	a.	Picking up government forms (such as tax forms)	YES	М МО		
	b.	Using for school bus stop	YES	M NO		
	C.	Assisting senior citizens, persons with disabilities, etc.	YES	X NO		
		If yes, please explain:	*****			·
	d.	Using public bulletin board	YES	₩ мо		
	e.	Other	YES	<b>Ж</b> ио		
		If yes, please explain:			<del></del>	
2.	Do y	you pass another Post Office during business hours while traveling to or from wo	ork, or shopp	oing, or for p	ersonal ne	eds?
	•	· · · · · · · · · · · · · · · · · · ·	YES			
		If yes, please explain:		$\overline{}$	<del></del>	

# JUNITED STATES POSTAL SERVICE.

3.	Post Office	ve carrier delivery, the ce box service or gene s to your current servi	eral delivery service, complete this	ery service — proceed to question 4 section. How do you think carrier r	I. If you currently receive oute delivery service
		Better	Just as Good	No Opinion	Worse
	If yes	, please explain:			
4.	For wh	nich of the following do	you leave your community? (Che	eck all that apply.) Where do you go	to obtain these
	X	Shopping			
	Ķ	Personal needs			
	$ ot\boxtimes $	Banking			
		Employment			10.14
	X	Social needs			
5.	Do you	ı currently use local bu	usinesses in the community?		
		Yes No	·		
	If yes,		use them if the Post Office is disc	continued?	
		Yes No			
Mai	iling Ac	idress			
Nam		ment >	nelan		
Addr	ess:	D.O. Bu	nt 84 B	oles, ack. 7	2926
Telep	ohone:	na	,	<i>(</i>	
Date:	. 6	3-1			



1,

### **Postal Service Customer Questionnaire**

Pos	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps				
b.	Mailing Letters				Image: selection of the selec
C.	Mailing Parcels				W
d.	Pick up Post Office box mail				☑
e.	Pick up general delivery mail				I
f.	Buying money orders				
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				
h.	Sending Express Mail				U
i.	Buying stamp-collecting material				<u></u>
Oth	er Postal Services				V
a.	Entering permit mailings	YES	NO		
b.	Resetting/using postage meter	YES	NO		
Nor	postal Services				
a.	Picking up government forms (such as tax forms)	YES	11 NO		
b.	Using for school bus stop	YES	MO NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	NO NO		
	If yes, please explain:				
d.	Using public bulletin board	YES	NO		
· е.	Other	YES	T4 NO		
	If yes, please explain:		1		
Do v	vou pass another Post Office during business hours while traveling to or from wo	ork, or shopp	ing, or for p	ersonal nee	eds?
•		YES	LINO.		
	If yes, please explain:	· · - 0	1147 110		



3.	Post Office	carrier delivery box service or o your current :	general deliver	o change to your del y service, complete t	livery service — p his section. How c	roceed to question to you think carrier	4. If you currently receive route delivery service
	ſ.	Better		Just as Good		No Opinion	Worse
	If yes, p	lease explain:					
4.	For which	h of the following	ng do you leave	your community? (C	Check all that appl	y.) Where do you g	go to obtain these
		Shopping	Mena,	AR or	Walde	on, AR	<u> </u>
		Personal need	s Meno	2 or W	aldron		
		Banking ∫	Meha	or Wal	ldson		
		Employment	uhld	on, AR	<u>.                                    </u>		<u>.</u>
	· []	Social needs	Mena	or Wal	dron		
5.		Yes \\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	No	n the community? if the Post Office is d	iscontinued?		
Nome	Achla	lu Ro	(Va				
Name	ess: 795	y vear	ling K	Lidge Re	d. Bole.	5, AR 7	1926
Telep	hone: 47	9-207-	0689				
Date:	6-3-1	1					
	e add any a lete this que		nents on a sepa	rate piece of paper a	and attach it to this	s form. Thank you f	or taking the time to
	Ih	are n	ever b	een in	the Bo	iles Post	ral Service
	and	have	lived	! here	5 year	rs.	



### **Postal Service Customer Questionnaire**

Pos	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps				
b.	Mailing Letters			H	
C.	Mailing Parcels				
d.	Pick up Post Office box mail				
e.	Pick up general delivery mail				
f.	Buying money orders				1
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				
h.	Sending Express Mail	. 🗀			1
i.	Buying stamp-collecting material				
Oth	er Postal Services				
a.	Entering permit mailings	YES	NO		
b.	Resetting/using postage meter	YES	NO NO		
Nor	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	NO		
b.	Using for school bus stop	YES	NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	NO		
	If yes, please explain:				
ď.	Using public bulletin board	YES	I NO	·	
•	Other	_			
e.		_  YES	NO		
	If yes, please explain:				·
Doy	you pass another Post Office during business hours while traveling to or from wo	ork, or shopp	oing, or for p	personal ne	eds?
		YES	NO		
	If yes, please explain:				



3. Pa	st Offic	re carrier delivery, the re box service or gen re to your current servi	ere will be no change to your deliver eral delivery service, complete this s ce?	y service — proceed to question 2 section. How do you think carrier r	If you currently receive oute delivery service
		Better	Just as Good	No Opinion	Worse
	If yes,	please explain:			
-	For wh	es?	o you leave your community? (Chec	ck all that apply.) Where do you go	o to obtain these
	4	Shopping			
		Personal needs			
		Banking			
		Employment			
		Social needs			1
		Yes No would you continue to Yes No	o use them if the Post Office is disco	ontinued?	
ailir	ng Ad	ldress			
me:	ć	2014	7 Hwy	71 Sout	<b>ل</b> ــــــــــــــــــــــــــــــــــــ
dress	S:	Boles	. Ar. 72	926	
lepho	one:	479 -	-577- 20	697	
te.		, - 3 - /			



### **Postal Service Customer Questionnaire**

Ро	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps		X		
b.	Mailing Letters		X		
C.	Mailing Parcels			X	
d.	Pick up Post Office box mail				X
e.	Pick up general delivery mail			<b>X</b> i	
f.	Buying money orders			X	
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			<b>X</b>	
h.	Sending Express Mail				X
i.	Buying stamp-collecting material		П		$\nabla$
Otl	ner Postal Services	.—	· <b>—</b>		7
a.	Entering permit mailings	YES	X NO		
b.	Resetting/using postage meter	YES	☐ NO		
No	npostal Services	~~			
a.	Picking up government forms (such as tax forms)	X YES	□ NO		
b.	Using for school bus stop	YES	X NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	NO		
	If yes, please explain:				
d.	Using public bulletin board	YES	☐ NO	<u> </u>	
e.	Other	YES	□NO		
	If yes, please explain:		1_1		
Doy	vou pass another Post Office during business hours while traveling to or from wo	rk, or shopp	ing or for p	ersonal nee	eds?
	_	YES	∭ NO		-40 :
	If yes, please explain:				
			·		

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For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?  Shopping Mena, FT, Smith, Hot Springs Personal needs FT, Smith Banking Waldron Employment Social needs FT, Smith, Hot Springs Do you currently use local businesses in the community?  Yes No If yes, would you continue to use them if the Post Office is discontinued? Yes No ailling Address  Mack Rose  Haga Rose Lawn Drive — Boles, Ark, 7292.  Perhone: 479 577—2410		Better	Just as Good	No Opinion	☐ Worse
Shopping Mena, FT, 5mith, Hot Springs  Personal needs FT, 5mith  Banking Waldron  Employment  Social needs FT, 5mith, Hot 5prings  Do you currently use local businesses in the community?  Yes No  If yes, would you continue to use them if the Post Office is discontinued?  Yes No  Mack Rose  Tess: 4199 Rose Lawn Drive - Boles, Ark, 7292	If yes	s, please explain:			
Shopping Mena, FT, Smith, Hot Springs  Personal needs FT, Smith  Banking Waldron  Employment  Social needs FT, Smith, Hot Springs  Do you currently use local businesses in the community?  Yes No  If yes, would you continue to use them if the Post Office is discontinued?  Yes No  No  Mack Rose  Haga Rose Lawn Drive - Boles, Ark, 7292					
Shopping Mena, FT, Smith, Hot Springs  Personal needs FT, Smith  Banking Waldron  Employment  Social needs FT, Smith, Hot Springs  Do you currently use local businesses in the community?  Yes No  If yes, would you continue to use them if the Post Office is discontinued?  Yes No  Mack Rose  Haga Rose Lawn Drive - Boles, Ark. 7292			you leave your community? (Chec	k all that apply.) Where do you go	to obtain these
Banking Waldron  Employment  Social needs FT, Smith, Hot Springs  Do you currently use local businesses in the community?  Yes No  If yes, would you continue to use them if the Post Office is discontinued?  Yes No  iilling Address  The Mack Rose  Harm Drive - Boles, Ark. 7292			Mena, FT, 5.	nith, Hot Spri	MGS
Banking Waldron  Employment  Social needs FT. Smith, Hot Springs  Do you currently use local businesses in the community?  Yes No  If yes, would you continue to use them if the Post Office is discontinued?  Yes No  willing Address  The Mack Rose  The Mack Rose	Ι <mark>Χ</mark> Ϊ	Personal needs	FT. Smith	,	J
Social needs FT, Smith, Hot Springs  Do you currently use local businesses in the community?  Yes No  If yes, would you continue to use them if the Post Office is discontinued?  Yes No  It yes No  It yes No  Mack Rose  He: Mack Rose  Hess: 4199 Rose Lawn Drive - Boles, Ark. 7292	X	Banking	Waldron		
Do you currently use local businesses in the community?    Yes   No   If yes, would you continue to use them if the Post Office is discontinued?   Yes   No   Indicate   No   Indicate   Mack Rose   Indicate   No   Indicate		Employment			
Do you currently use local businesses in the community?    Yes   No   If yes, would you continue to use them if the Post Office is discontinued?   Yes   No   Indicate   No   Indicate   Mack Rose   Indicate   No   Indicate	Ķ	Social needs	Fr. Smith	Hot Spring.	5
Yes   No   If yes, would you continue to use them if the Post Office is discontinued?   Yes   No   No   No   No   No   No   No   No	-	-	,	' )	
If yes, would you continue to use them if the Post Office is discontinued?  Yes No  willing Address  The:  Mack Rose  Hay Rose Lawn Drive - Boles, Add. 7292.	Do you	u currently use local bu	sinesses in the community?		
Yes   No   No   Nack Rose   Mack Rose   Mack Rose Lawn Drive - Boles, Add. 7292					
iling Address  Mack Rose  Mack Rose  H199 Rose Lawn Drive - Boles, Ark. 7292	If yes,		use them if the Post Office is disc	ontinued?	
ess: Mack Rose  H199 Rose Lawn Drive - Boles, Ark. 7292		Yes No			
ess: Mack Rose  H199 Rose Lawn Drive - Boles, Ark. 7292					
ess: 4199 Rose Lawn Drive - Boles, Ark. 7292	iling Ad	ddress			
ess: 4199 Rose Lawn Drive - Boles, Ark. 7292	e:	Mac	K Rose		
·	P66.			ve - Boles. Ar	K. 72926
phone: 479 577-2410	C33.			,,,	
	ohone:	479	577-2410		
	:	6-4	· /		



### **Postal Service Customer Questionnaire**

	Pos	stal Services	Daily	Weekly	Monthly	Neve
	a.	Buying Stamps		X		
	b.	Mailing Letters		×		
	C.	Mailing Parcels			X	
	d.	Pick up Post Office box mail				X
	е.	Pick up general delivery mail			X	
	f.	Buying money orders			X	
	g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			X	
_	h.	Sending Express Mail				X
	i.	Buying stamp-collecting material				X
	Oth	er Postal Services				
	a.	Entering permit mailings	YES	NO X		
	b.	Resetting/using postage meter	X YES	☐ NO		
	Nor	npostal Services				
	a.	Picking up government forms (such as tax forms)	YES	∏ NO		
	b.	Using for school bus stop	YES	X NO		
	c.	Assisting senior citizens, persons with disabilities, etc.	YES	NO		
		If yes, please explain:				
	d.	Using public bulletin board	YES	☐ NO		
	e.	Other	YES	□ №		
		If yes, please explain:				
2.	Do.	you pass another Post Office during business hours while traveling to or from wo	ork or shoor	ning or for a	nersonal ne	eds?
	20,	, and passed and the state of t	YES	M NO		
		If yes, please explain:		4 .		
			•			
				······		



3.	Post Office	ve carrier delivery, the ce box service or gene s to your current servi	eral delivery service, c	your delivery service omplete this section. H	<ul> <li>proceed to question ow do you think carrier</li> </ul>	4. If you currently receive route delivery service
		Better	Just as G	ood	No Opinion	Worse
	If yes	, please explain:	, <u>, , , , , , , , , , , , , , , , , , </u>			
4.	For wh		you leave your comm	nunity? (Check all that	apply.) Where do you g	o to obtain these
	区	Shopping	Mena,	FT, Smith	HOT Spri	195
	<b>X</b> L	Personal needs	FT, Sn	nith	, , , , , , , , , , , , , , , , , , ,	J,
	Ķ	Banking	Waldro	n		
		Employment				
	X	Social needs	Fr. Sm	ith , Hor	- Spring	5
5.	Do voi	u currently use local b	usinesses in the comn			
0.	20,0	Yes No		, <b>,</b>		
	If yes,	would you continue to	use them if the Post	Office is discontinued?		
		Yes No				
Ма	iling A	ddress				
Nam	ne:	Mac	K Rose			
Addı	ress:	4199	Rose Lau	in Orive	- Boles, A.	K. 72926
Tele	phone:	479	577-24	110		
Date	e:	6-4	-11			

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2.



### **Postal Service Customer Questionnaire**

Pos	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps		X		
b.	Mailing Letters		×		
C.	Mailing Parcels			X	
d.	Pick up Post Office box mail				X
e.	Pick up general delivery mail			X	
f.	Buying money orders			X	
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			X	
h.	Sending Express Mail				X
i.	Buying stamp-collecting material				X
Oth	ner Postal Services				
a.	Entering permit mailings	YES	Ĭ <b>X</b> NO		
b.	Resetting/using postage meter	X YES	☐ NO		
No	npostal Services				
a.	Picking up government forms (such as tax forms)	X YES	☐ NO		
b.	Using for school bus stop	YES	NO 🔀		
c.	Assisting senior citizens, persons with disabilities, etc.	YES	NO		
	If yes, please explain:		-		
d.	Using public bulletin board	YES	☐ NO		
e.	Other	YES	☐ NO		
	If yes, please explain:				
Do	you pass another Post Office during business hours while traveling to or from we	ork, or shopr	oing, or for s	personal ne	eds?
.= •		YES	M NO		
	If yes, please explain:		· -		

## INITED STATES POSTAL SERVICE.

3.	Post Offic	ve carrier delivery, there be box service or gener s to your current service	al delivery service, complete thi	ery service — proceed to questio s section. How do you think carrie	n 4. If you currently receive er route delivery service
		Better	Just as Good	No Opinion	Worse
	If yes	, please explain:			
4.	For wh		you leave your community? (Ch	eck all that apply.) Where do you	go to obtain these
	区	Shopping	Mena, FT,	imith, Hot Spu	ings
	Ι <mark>Χ</mark> Ϊ	Personal needs	FT. Smith	,	J
	X	Banking	Waldron		
		Employment			
	X	Social needs	FT. Smith	, Hot Spring	5
5.	Do you	u currently use local but	sinesses in the community?	, ,	
	If yes,	would you continue to t	use them if the Post Office is dis	scontinued?	
		Yes No			
Иai	ling Ad	ldress			
Name	e:	Mac	K Rose		digang distribution
Addre	ess:	4199	Rose Lawn Di	ive - Boles, A	K. 72926
Telep	hone:	479	577-2410		
Date:		6-4-	-//		

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### **Postal Service Customer Questionnaire**

	Pos	stal Services	Daily	Weekly	Monthly	Never
	a.	Buying Stamps			. 🏿	
	b.	Mailing Letters		Image: section of the latest term of the		
	C.	Mailing Parcels				
	d.	Pick up Post Office box mail				
	e.	Pick up general delivery mail				T
	f.	Buying money orders				一点
	g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			V	
	h.	Sending Express Mail				Image: second control of the control of
	i.	Buying stamp-collecting material				
	Oth	ner Postal Services				
	a.	Entering permit mailings	YES	Ĭ NO.		
	b.	Resetting/using postage meter	YES	NO		
	Nor	npostal Services		/		
	a.	Picking up government forms (such as tax forms)	YES	I NO	· •	
	b.	Using for school bus stop	YES	∏ NO	•	
	C.	Assisting senior citizens, persons with disabilities, etc.	YES	NO		
		If yes, please explain:				<u>.</u>
	d.	Using public bulletin board	☐ YES	I NO		
	e.	Other	YES	I] NO		
		If yes, please explain:				
2.	Doy	you pass another Post Office during business hours while traveling to or from wo	ork, or shopp	ing, or for pe	ersonal ne	eds?
		•	YES	☐ NO		
		If yes, please explain:				
		Menagarb,				



3.	you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive set Office box service or general delivery service, complete this section. How do you think carrier route delivery service mpares to your current service?	
	Better Just as Good No Opinion Worse	
	If yes, please explain:	
4.	For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?	
	Shopping Mena a.	
	Personal needs mina, a.	
	Banking men a Cu:	
	Employment Larson & Mc Stewen - Mabil, alabana	
	Social needs mana, a.	
<b>5</b> .	Do you currently use local businesses in the community?	
<b>.</b>	Yes No	
	If yes, would you continue to use them if the Post Office is discontinued?	
	Yes No	
Мa	ng Address	
Nam	ERNEST - JUDY LOVETT	
Addı	2,612 11,51 21 1 AD - BD - 17971	0
Гele	one: 479-577-1040	
Date	6-4-11	



### **Postal Service Customer Questionnaire**

Pos	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps				1
b.	Mailing Letters				
C.	Mailing Parcels				Ø
d.	Pick up Post Office box mail				U
e.	Pick up general delivery mail				
f.	Buying money orders				<u>v</u>
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				
h.	Sending Express Mail				
i.	Buying stamp-collecting material				H
Oth	er Postal Services	<i>,</i> —	, <del></del>	· <u>—</u>	,
a.	Entering permit mailings	YES	NO NO		
b.	Resetting/using postage meter	YES	<b>I</b> ✓ NO		
Nor	postal Services				
a.	Picking up government forms (such as tax forms)	YES	NO		
b.	Using for school bus stop	YES	NO NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	<b>☑</b> NO		
	If yes, please explain:				
d.	Using public bulletin board	YES	NO.		
e.	Other	YES	□ NO		
	If yes, please explain:				<del></del>
Doy	/ou pass another Post Office during business hours while traveling to or from wo	ork, or shopp	oing, or for p	ersonal ne	eds?
		YES	NO		
	If yes, please explain:	· — ·			



	compares	_	<del></del> -	h		<u> П. н. а. г.</u>		F
		Better	ll	Just as Good		No Opinion		Worse
	If yes	, please explain:				·		
4.		nich of the following do	you leave	your community?	(Check all th	at apply.) Where d	o you go to obt	ain these
	service	es? Shopping						
		Personal needs						
	. 🔟				·			
		Banking 						
		Employment						
		Social needs					,	
							· ·	
5.	Do ýou	ı currently use local bi	usinesses ir	the community?				
		Yes No						
	If yes,	would you continue to	use them if	the Post Office is	s discontinue	d?		
		Yes No						
				•				
Mai	ling Ac	ldress						
Name	<b>e</b> :	Karen	Stee	elgrave				
Addre	ess:	16707	Hwy	11 5		Boles	AR.	12926
						/	7,,-	
Telep	hone:	(419)	577	-2350	<u> </u>			
<b>5</b> .		$\wedge$	4/.	2011				
Date:		June	<del>γ, ο</del>	2011		<del></del>		

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2.



## **Postal Service Customer Questionnaire**

P	ostal Services	Daily	Weekly	Monthly	Neve
a.	Buying Stamps				V
b.	Mailing Letters				KĮ
C.	Mailing Parcels				Ŕ
d.	Pick up Post Office box mail				X
e.	Pick up general delivery mail				X
f.	Buying money orders				K
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				Į.
h.	Sending Express Mail				X
i.	Buying stamp-collecting material		$\Box$	П	K
Ot	her Postal Services	11	'	11	ليده
a.	Entering permit mailings	☐ YES	XI NO		
b.	Resetting/using postage meter	YES	<b>∑</b> NO		
No	npostal Services				
a.	Picking up government forms - (such as tax forms)	YES	<b>∑</b> NO		
b.	Using for school bus stop	YES	X NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	Д ио		
	If yes, please explain:		·		
d.	Using public bulletin board	YES	X  NO		
e.	Other	YES	X NO		
	If yes, please explain:	,			
Doy	you pass another Post Office during business hours while traveling to or from wo	ork or shopp	ing or for no	areonal noa	de?
	S was a same days mig to or norm wo	YES	ing, or for pe	asonal nee	usr
	If yes, please explain:	1E3	————————————————————————————————————		



3.	Post Office		e will be no change to your deliver ral delivery service, complete this s e?		
		Better	Just as Good	No Opinion	Worse
	If yes	, please explain:		·	
4.	For wh		you leave your community? (Chec	ck all that apply.) Where do you g	o to obtain these
	X	Shopping	No Store	in Boles	
	X	Personal needs			
	X	Banking			
		Employment			
		Social needs			
5.		Yes No	isinesses in the community?	nakin ya d	
	ir yes,	Yes No	use them if the Post Office is disco	ontinuea?	
Ма	iling Ad	ddress			
Nam	e: Rô	obbie R.	chey		
Addr			Freeman (	Cirche	
		179-571-2	_		
	6-1				



### **Postal Service Customer Questionnaire**

Po	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps				Ø
b.	Mailing Letters				V
C.	Mailing Parcels				V
d.	Pick up Post Office box mail				<b>X</b>
e.	Pick up general delivery mail				X
f.	Buying money orders				Ż
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				X
٦.	Sending Express Mail				
i.	Buying stamp-collecting material				区
Oth	ner Postal Services				
a.	Entering permit mailings	YES	<b>⋈</b> NO		
Э.	Resetting/using postage meter	YES	<b>₩</b> NO		
Nor	npostal Services				
١.	Picking up government forms (such as tax forms)	YES	NO		
	Using for school bus stop	YES	<b>∑</b> NO		
	Assisting senior citizens, persons with disabilities, etc.	YES	M MO		
	If yes, please explain:				<del></del>
۱.	Using public bulletin board	YES	₩ NO		
€.	Other	YES	— ▼ NO		
	If yes, please explain:				<u></u>
Эо у		ork, or shopp	oing, or for po	ersonal nee	eds?
	· · · · · · · · · · · · · · · · · · ·	X YES	∏ NO		
	If yes, please explain:	<u>دع</u> , 23	<u>ا</u>		
	Shopping Mena				



	Better	Just as Good	No Opinion	☐ Worse
If ye	s, please explain:	•		,—
For w service	hich of the following do ses?	you leave your community? (Che	ck all that apply.) Where do you go	to obtain these
$\boxtimes$	Shopping	Mena		
X	Personal needs	Meng		
IZ	Banking	Mena		
	Employment			******
П	Social needs			
Do yo	ou currently use local bu	isinesses in the community?		
·	☐ Yes 🄀 No	usinesses in the community?	continued?	
·	☐ Yes 🄀 No	·	continued?	
If yes	Yes No No would you continue to	·	continued?	
If yes	Yes No No would you continue to	·	continued?	
·	Yes No No would you continue to Yes No No	use them if the Post Office is disc	continued?	
If yes	Yes No No would you continue to Yes No No	use them if the Post Office is disc	continued?	
If yes ailing A	Yes No No would you continue to Yes No	·	continued?	
If yes ailing A me: dress:	Yes No No would you continue to Yes No	use them if the Post Office is disc alp Kalp RJ,	continued?	

We occasionally use the carrier for stamps. We use the services of the Post Office where we get the best service.

we make an anual mailing of Phone Books to the Nella Community. This year we went out of our way and mailed from Waldron, because of the

We have had a number of bad experiences with the Boles P.O. over the years. It was not that may years ago.



### **Postal Service Customer Questionnaire**

Ро	stal Services	Daily	Weekly	Monthly	Never	
a.	Buying Stamps			19		
b.	Mailing Letters			[]		
C.	Mailing Parcels				图	
đ.	Pick up Post Office box mail				5	
e.	Pick up general delivery mail				4	
f.	Buying money orders					1,
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				DCC.	sio wlly
h.	Sending Express Mail					
i.	Buying stamp-collecting material					
Oth	er Postal Services					
a.	Entering permit mailings	YES	I NO			
b.	Resetting/using postage meter	YES	∐ NO			
Nor	npostal Services					
a.	Picking up government forms (such as tax forms)	YES	14 NO			
b.	Using for school bus stop	YES	19 NO			
C.	Assisting senior citizens, persons with disabilities, etc.	YES	I NO			
	If yes, please explain:					
d.	Using public bulletin board	4 YES	☐ NO			
e.	Other	YES	□ №			
	If yes, please explain:	<del></del>				
Do y	ou pass another Post Office during business hours while traveling to or from wo	ork, or shoppi	ing, or for p	ersonal nee	eds?	
		YES	☐ NO			
	If yes, please exptain:					



Better	Just as Good	No Opinion	Worse
If yes, please explain:			
For which of the following	g do you leave your community? (Che	ck all that apply.) Where do you go	o to obtain these
services?		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
Shopping			
Personal needs	3		
Banking			
Employment			
Social needs			
			•
Yes N	lo		
☐ Yes ☐ N g Address	lo		
	ren: Biers		
	ren: Bigss Digss Lane	Boles, AR	12926
g Address  Pat d  [171]	reir: Bisss Sisss Lane 577-2609	Boles, AR	12926
g Address  Pat d  [171]	ren: Bisss Jiss Lane	Boles, AR	12926
g Address  Pat d  ITH  Be: 479~  dd any additional comme	ren: Bisss Jiss Lane	Boles AR attach it to this form. Thank you fo	12926 or taking the time to
g Address  Pat d  HTT  Be: 479~  dd any additional commethis questionnaire.	ents on a separate piece of paper and		
g Address  Pat d  HTT  Be: 479~  dd any additional commethis questionnaire.	ents on a separate piece of paper and		
g Address  Pat d  Ine: 479  dd any additional comme this questionnaire.	Peri Biss Biss Lane 5772609		



### **Postal Service Customer Questionnaire**

_		D-9-	Marable.	Bd a mála la c	Massan
Pos	stal Services	Daily 	Weekly	Monthly	Never
a.	Buying Stamps			li	$\mathbb{Z}$
b.	Mailing Letters				- <b>X</b>
C.	Mailing Parcels				X
d.	Pick up Post Office box mail				X
e.	Pick up general delivery mail				X,
f.	Buying money orders				X
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			X	
h.	Sending Express Mail				X
i.	Buying stamp-collecting material				<b>Þ</b>
Oth	er Postal Services		. 1		1
a.	Entering permit mailings	YES	Мо		
b.	Resetting/using postage meter	YES	NO		
Nor	npostal Services		\		
a.	Picking up government forms (such as tax forms)	YES	NO		
b.	Using for school bus stop	YES	Мио		
c.	Assisting senior citizens, persons with disabilities, etc.	YES	☐ NO		:
	If yes, please explain:  Auxah Made trips to for her	Before	disal	ded Hu	nt pas
d.	Using public bulletin board	YES	NO X		
e.	Other	☐ YES	X/NO		
	If yes, please explain:				
Do	you pass another Post Office during business hours while traveling to or from w	ork, or shopp	oing, or for p	ersonal ne	eeds?
		YES	NO IX		
	If yes, please explain:	Have.	for mal	6 Sp	ecial

# UNITED STATES POSTAL SERVICE.

3. I	Post Office	ve carrier delivery, the ce box service or ger s to your current serv	ere will be no change to your deliver neral delivery service, complete this vice?	ry service — proceed to question section. How do you think carrier	4. If you currently receive route delivery service
		Better	Just as Good	No Opinion	Worse
	If yes	, please explain:			
4.	For wh		do you leave your community? (Che	ck all that apply.) Where do you (	go to obtain these
	Service	Shopping	The med	- office is all	that this
		Personal needs	Commun	nity has left,	It Already takes
		Banking	too	long for payme	nts to get to
		Employment	W	here they are o	poina from haldren,
		Social needs		- will make it	worse if you do
5.	Do you	. currently use legal	businesses in the community?		7000
J.	Do you	Yes No	businesses in the community?	My husband	has lived that at
	If yes,	would you continue	to use them if the Post Office is disc		and his address
		Yes No		lentire life has change	1 1 Fina
Mail	lina Ac	ldroop		4 of those in	
IVIAII 7 77W	ling Ad なって	envitor +	James (Janie) the		the area, they have
Name	<u>;</u>	Shad	don to de	al with enough	gh change without
Addre	ess: 20	443 Hwy	11S Boles, AR	72926	Changed
Telen	hone: (	419) 577	-2504		•
TOIOP	•				
Date:		104111			
Pleas	e add an	y additional commer	nts on a separate piece of paper and	attach it to this form. Thank you	for taking the time to
8,	Jaux (	by the Da	+ mark) to make it	to our mail box.	for taking the time to  ed from Waldron took  Postage keeps going  Then mail is not  the postal service  hudy more on how  finely fastion.
この	11 L	e reliabi	lify of our mail ke	eps dechining . In	Then mail is not
deli	vered	or rec. in	a timely manner	we all suffer. 7	he postal service
ha	ع لمله	just picking	on the smaller t	tost catholis of ox	timely fastion.
7 9	yet oi	is Mail to.	thon where it is	July III to more	

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2.



#### **Postal Service Customer Questionnaire**

Pos	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			Ø	
b.	Mailing Letters				
C.	Mailing Parcels			is	
d.	Pick up Post Office box mail				W
e.	Pick up general delivery mail				
f.	Buying money orders				
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				V
h.	Sending Express Mail				
i.	Buying stamp-collecting material				
Oth	er Postal Services				
a.	Entering permit mailings	☐ YES	NO		
b.	Resetting/using postage meter	YES	NO		
Nor	postal Services				
a.	Picking up government forms (such as tax forms)	YES	NO		
b.	Using for school bus stop	YES	NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	☐ NO		
	If yes, please explain: With Mailing their letter + buying 5to	5 by 0 5			
d.	Using public bulletin board	YES	NO		
e.	Other	YES	NO NO		
	If yes, please explain:		<u>-</u>		<del></del>
Do y	ou pass another Post Office during business hours while traveling to or from wo	rk, or shopp	ing, or for p	ersonal nee	eds?
		YES	NO		
	If yes, please explain:			<del></del>	



<ol><li>Post Offic</li></ol>	ce box service or gen s to your current serv	ere will be no change to your delivery eral delivery service, complete this s ice?	r service — proceed to question ection. How do you think carrier	4. If you currently receive route delivery service
	Better	Just as Good	No Opinion	Worse
If yes	, please explain:			
	<del></del>			
. For wh	nich of the following d	o you leave your community? (Chec	k all that apply.) Where do you g	o to obtain these
' service	es?		· · · · · · · · · · · · · · · · · · ·	
Ī	Shopping W	aldron + Mena		
	Personal needs	Waldron & Me	Na	·
V	Banking	Waldron		
	Employment			
	Social needs		•	
Mailing Ac				Λ
ame: 10	nald Ther	rill, BillSherri	114 CONNIG 1	<u> </u>
ddress: 80	04 North	iern Creek Rd		
elephone:	479-22	7-0523		
ate: (	- 14-11			
omplete this o	guestionnaire.	ts on a separate piece of paper and		
The F	seope wit	h Boles Post of	sice are nic	e triendly
sople.	Iengo	the Boles Post off y going there Care of my	& Seeing a	friendly
ce t	o take	Care of my	postal need	S. (



#### **Postal Service Customer Questionnaire**

Po	stal Services	Daily Weekly Monthly Never
a.	Buying Stamps	
b.	Mailing Letters	
C.	Mailing Parcels	
d.	Pick up Post Office box mail	
e.	Pick up general delivery mail	
f.	Buying money orders	
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	
h.	Sending Express Mail	
i.	Buying stamp-collecting material	
Oti	ner Postal Services	
a.	Entering permit mailings	YES NO
b.	Resetting/using postage meter	☐ YES ☐ NO
No	npostal Services	
a.	Picking up government forms (such as tax forms)	YES NO
b.	Using for school bus stop	YES NO
C.	Assisting senior citizens, persons with disabilities, etc.	YES NO
	If yes, please explain:	,
d.	Using public bulletin board	YES NO
e.	Other	T YES NO
	If yes, please explain:	
2. Do	you pass another Post Office during business hours while traveling to or from we	ork or shopping or for personal people?
_, _,	, or pass and the set of the carried admines a field the set of th	
		YES NO
	If yes, please explain:	
We In I us	re 20 miles from Waldron verse you haven't noticed of case you haven't noticed of suppling be seen to boles to you close it I'll was of boles to you close it I'll was of boles to you close it I'll was	P.D. as 15 expensive. cause of the convenien use UPS pick up SUC.



<ol><li>Post Offi</li></ol>	fice box service or gen es to your current serv	ere will be no change to your deliver eral delivery service, complete this ice?	section. How do you think carrier	route delivery service
	Better	Just as Good	No Opinion	Worse
If ye	s, please explain:			
<b></b>	deinde of the full accions of		al all the deal of the same of	
4. Forw service	ces?	o you leave your community? (Che	ck all that apply.) where do you g	o to obtain these
杠	Shopping	Mena		
Á	Personal needs	Mena		
	Banking	. 0 0	Nexa	
	Employment	•		
T.	Social needs	Mina		
t				-
5. Do yo		usinesses in the community?	ontinued? Our and	r + I don't
	Yes No	Very few the	the artists with	la Waldrot
If yes,		o use them if the Post Office is disc	ontinued?	, to waxen
	Yes No		an	y more the
				poessary.
failing A	ddress		1 4	(
ame: t	ludy Ho	$\infty$		
arric.	1	)		
ddress:	DOX 45	Boles	72926	<u></u>
elephone:	2547	027593		
•	1	-		
ate:	6-3-11			

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2.



### **Postal Service Customer Questionnaire**

Po	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			X	
b.	Mailing Letters			×	
C.	Mailing Parcels				X
d.	Pick up Post Office box mail				X
e.	Pick up general delivery mail	X			
f.	Buying money orders				X
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				X
h.	Sending Express Mail				X
i.	Buying stamp-collecting material				X
Oth	ner Postal Services				<i>-</i> \
a.	Entering permit mailings	YES	M NO		
b.	Resetting/using postage meter	YES	X NO		
No	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	NO		
b.	Using for school bus stop	YES	M NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	X NO		
	If yes, please explain:				
d.	Using public bulletin board	YES	NO NO		
e.	Other	YES	☐ NO		
	If yes, please explain:		<u>.</u>		
Do y	you pass another Post Office during business hours while traveling to or from wo	ork, or shopp	oing, or for p	ersonal nee	eds?
		X YES	☐ NO		
	If yes, please explain:		· <del></del>		<del></del>
			<del></del>		

# UNITED STATES POSTAL SERVICE\*

Post Office bo	arrier delivery, there on service or general or current service?	l delivery service, complete this :	y service — proceed to question 4 section. How do you think carrier r	If you currently receive oute delivery service
	Better	Just as Good	No Opinion	Worse
If yes, plea	ase explain:	· <del></del>	· <del>_</del>	
For which of services?	of the following do yo	ou leave your community? (Chec	k all that apply.) Where do you go	to obtain these
X si	hopping			
	ersonal needs			
	anking			
``	mployment		· · ·	
□ Sc	ocial needs			
ling Addre	ess:			
ne: Ric	& Temp	Oleman		
dress: 40L	es ad	Boles Roo	id, Boles, Al	R 72926
ephone:	9-63	7-6879		
e: 10-4	-11			_
nnlata this augst	ionnaire		attach it to this form. Thank you fo	
does	it appli	to us, but	There are Se	rieral Ser
tis an S	in This	Community	to depend i	hearuly, or
A 71	ice 4	lease don't	There are Se to depend a Shut it doe	un. S
	ja. 10		-	-

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2.



### **Postal Service Customer Questionnaire**

Ро	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			×	
b.	Mailing Letters			$\boxtimes$	
C.	Mailing Parcels				X
d.	Pick up Post Office box mail				X
e.	Pick up general delivery mail				M
f.	Buying money orders				$\boxtimes$
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				X
h.	Sending Express Mail				$\boxtimes$
i.	Buying stamp-collecting material				×
Otl	ner Postal Services				
a.	Entering permit mailings	YES	⊠ NO		
b.	Resetting/using postage meter	☐ YES	X NO		
No	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	X NO		
b.	Using for school bus stop	YES	⊠ NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	⊠ NO		
	If yes, please explain:				
d.	Using public bulletin board	YES	⊠ NO		
e.	Other	YES	⊠ №		
	If yes, please explain:			***	
Do :	you pass another Post Office during business hours while traveling to or from wo	ork, or shopp	oing, or for p	ersonal ne	eds?
		YES	⊠ NO		
	If yes, please explain:				



3. I	If you have carrier delivery Post Office box service or compares to your current s	<ul> <li>there will be no change to your deliver general delivery service, complete this service?</li> </ul>	y service — proceed to question 4 section. How do you think carrier r	I. If you currently receive oute delivery service
	Better	Just as Good	No Opinion	Worse
	If yes, please explain:			
4.	For which of the following services?	ng do you leave your community? (Che	ck all that apply.) Where do you go	o to obtain these
	Shopping	Waldron, A	Ρ,	
	Personal need	s ; / / · ·		
	Banking	/1		
	Employment			
	Social needs	//		
5.	Yes 🔀	ue to use them if the Post Office is disc	ontinued?	
Mai	ling Address			
Name	· Dwayr	Huy 71.5.		- Charles and the second
Addre	ess: 13200	HWY 71.5.		
Геlер		207-1027		
Date:	<i>γ</i> ~ .			



#### **Postal Service Customer Questionnaire**

Pos	stal Services	Daily	Weekly	Monthly	Never				
a.	Buying Stamps								
b.	Mailing Letters			X					
C.	Mailing Parcels								
d.	Pick up Post Office box mail	$\boxtimes$							
e.	Pick up general delivery mail								
f.	Buying money orders								
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation								
h.	Sending Express Mail								
i.	Buying stamp-collecting material								
Oth	er Postal Services								
a.	Entering permit mailings	YES	⊠ NO						
b.	Resetting/using postage meter	YES	[ <u>X</u> ] NO						
Nor	postal Services								
a.	Picking up government forms (such as tax forms)	YES	⊠, no						
b.	Using for school bus stop	YES	MO MO						
c.	Assisting senior citizens, persons with disabilities, etc.	YES	⊠ ио						
	If yes, please explain:				<del></del>				
d.	Using public bulletin board	YES	☐ NO						
e.	Other	YES	™ NO						
	If yes, please explain:		/						
Dos	Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?								
БОУ	ou pass another rost office during business flours write travelling to or from wo	ork, or snopp	ning, or for	personai ne	eas?				
	If yes, please explain:		4						
	go by Waldron Post office a	7+ LE	Cast	OFFICE	au				

### UNITED STATES POSTAL SERVICE.

3.	If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?
	☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse
	If yes, please explain: DUR POST OFFICE IS CLOSED WHEN I COME home, so Never see anyone there.
4.	For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?
	Shopping Waldrin OR Mena
	Personal needs Da Ld RoN
	Banking Waldrow
	Employment Waldry
	Social needs all a Round the County
5.	Do you currently use local businesses in the community?  Yes No  If yes, would you continue to use them if the Post Office is discontinued?  Yes No
Ма	iling Address
Nam	ne: Wm. & Soyce MiNER
Addr	ress: P.D. BOX34; BoLes, UR. 72926
Tele	phone: 479-577-2465
Date	phone: 479-577-2465 June 4, 2011
Plea	se add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to
	plete this questionnaire.

Docket: 1355351 - 72926 Item Nbr: 22 Page Nbr: **22** 



#### **Postal Service Customer Questionnaire**

	Pos	stal Services	Daily	Weekly	Monthly	Never
	a.	Buying Stamps		X		
	b.	Mailing Letters	$\triangleright$			
	C.	Mailing Parcels			$\boxtimes$	
	d.	Pick up Post Office box mail				X
	e.	Pick up general delivery mail				X
	f.	Buying money orders				X
	g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			×	
	h.	Sending Express Mail			M	
	i.	Buying stamp-collecting material				X
	Oth	ner Postal Services				
	a.	Entering permit mailings	YES	<b>™</b> NO		
	b.	Resetting/using postage meter	YES	₩ NO		
	Nor	npostal Services				
	a.	Picking up government forms (such as tax forms)	YES	<b>⊠</b> NO		
	b.	Using for school bus stop	YES	<b>K</b> NO		
	C.	Assisting senior citizens, persons with disabilities, etc.	YES	M NO		
		If yes, please explain:				
	d.	Using public bulletin board	YES	X NO		
	e.	Other	YES	X NO		
		If yes, please explain:		1		
2.	Do.	You need another Boot Office during husiness hours while traveling to as from w				1 - 0
	<i>D</i> 0 }	you pass another Post Office during business hours while traveling to or from wo	TYES	oing, or for p	ersonai ne	eas?
		If yes, please explain:				

Docket: 1355351 - 72926 Item Nbr: 22 Page Nbr:



3. I	Post Offic		or general o		ery service — proceed to question 4 section. How do you think carrier re	
		Better		Just as Good	No Opinion	Worse
	If yes	, please explai	n:			
4.	For wh		wing do yοι	leave your community? (Che	eck all that apply.) Where do you go	to obtain these
	X	Shopping	Mene	FT Smith Wald	ron	
		Personal ne	eds			
	×	Banking	لتعاط			
		Employmen	t			
		Social need	s			
5.	Do voi	, currently use	local busine	esses in the community?		
J.	Do you	Yes 🔀		esses in the community?		
	If yes,	<i>-</i>		them if the Post Office is disc	continued?	
		Yes 🕅	No			
Mai	ling Ac	ddress				
Name	: The	smes K	nonke			
Addre	ess: 39/	25' Nor	Ahem	Creek Reli		
ГеІер	hone: 🖇	117 408	0553			
	6-6					

add Lional Comments -I love the Postmaster at Boles - But really there is no reason to have the fort office there -Wedwi 15 miles from Mena, ack-+ 23 mil is from. Waldron - 10 miliogson the Boles Fost office all our hanking, Nr. 4 Church are in mina - I use I hat Post office for most Thanks! Cut out Saturday delvery. Whata waste -215/2 Hwy 1/8, Boles - 93936



#### **Postal Service Customer Questionnaire**

Pos	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			V	
b.	Mailing Letters				
C.	Mailing Parcels				
d.	Pick up Post Office box mail				4
e.	Pick up general delivery mail	4			
f.	Buying money orders		$\Box$		
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				
h.	Sending Express Mail				
i.	Buying stamp-collecting material				
Oth	ner Postal Services				
a.	Entering permit mailings	YES	NO		
b.	Resetting/using postage meter	YES	<b>√</b> NO		
No	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	☐ NO		
b.	Using for school bus stop	YES	∏ NO		
C.	Assisting senior citizens, persons with disabilities, etc.	Y YES	☐ NO		
	If yes, please explain: Can't walk a stand very long	40	i fai	ale	<del></del>
d.	Using public bulletin board	☐ YES	jj_wo	`	web in
e.	Other	YES	☐ NO		, (
	If yes, please explain:	-			
Dov	/ou pass another Post Office during business hours while traveling to or from wo	rk or shopn	ing or for r	ersonal ne	eds?
•		YES	NO		
	If yes, please explain:				



3.	Post Office box service or gene compares to your current service	e will be no change to your deliveral delivery service, complete this e?	ry service — proceed to question section. How do you think carrier	4. If you currently receive route delivery service
	Better	Just as Good	No Opinion	Worse
	If yes, please explain:			
4.	For which of the following do services?	you leave your community? (Che	ck all that apply.) Where do you g	o to obtain these
	Shopping me	w.		
	Personal needs			
	Banking	eva		
	Employment			
	Social needs	oles		
5.	Do you currently use local bu	cinassas in the community?		
0.	Yes No	Sinesses in the community :		
	If yes, would you continue to	use them if the Post Office is disc	ontinued?	
	Yes No			
Mai	iling Address			
IVIG	- C	i		
Name	e: Jim wie	Conford		
Addre	=ss:20832 N.	oy 71 Sout	1 Bolisa	172926
Telep	phone: 479 234	3977		
Date:	6-4-1)			



#### **Postal Service Customer Questionnaire**

Po	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			Æ	
b.	Mailing Letters				
C.	Mailing Parcels				A
d.	Pick up Post Office box mail				
e.	Pick up general delivery mail				X
f.	Buying money orders				$\square$
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				B
h.	Sending Express Mail				X
i.	Buying stamp-collecting material				À
Oth	ner Postal Services		1.		1
a.	Entering permit mailings	YES	Д∕ио		
b.	Resetting/using postage meter	YES	NO		
No	npostal Services		•		
a.	Picking up government forms (such as tax forms)	YES	NO NO		
b.	Using for school bus stop	YES	No		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	р ио		
	If yes, please explain:				
d.	Using public bulletin board	YES	<b>Ж</b> ио		
e.	Other	YES	□ NO		
	If yes, please explain:				
Doy		ork, or shopp	ing, or for p	ersonal nee	eds?
	<del>-</del>	YES	<u>~</u> .		
	If yes, please explain:	· <del></del>			<u> </u>



If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you cur  3. Post Office box service or general delivery service, complete this section. How do you think carrier route delive compares to your current service?	rently receive ry service
Better Just as Good No Opinion	Worse
If yes, please explain:	
4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain the services?	these
Shopping Waldrow or Mena or Fort Sx	with
Personal needs Waldron Mena or Fort Smit	W
Banking Waldwing	
Employment duabled	
Social needs	
5. Do you currently use local businesses in the community?  Yes No Jhere W Market Here  If yes, would you continue to use them if the Post Office is discontinued?  Yes No Jhere W Market Here	
If yes, would you continue to use them if the Post Office is discontinued?	
yes No There is none	
Mailing Address	
Name ames trew or Joyce Quance	
Address: 2737 Old Boles Qoad-boles, ar	)
Telephone: 419-221-1551	
Date: 6-4-2011	



#### **Postal Service Customer Questionnaire**

Pos	stal Services	Daily	Weekly	Monthly	Never	
a.	Buying Stamps			X		
b.	Mailing Letters		K			
C.	Mailing Parcels			A		
d.	Pick up Post Office box mail				X	
e.	Pick up general delivery mail				X	
f.	Buying money orders				及	
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			X		
h.	Sending Express Mail				X	
i.	Buying stamp-collecting material				$\nearrow$	
Oth	er Postal Services		,			
a.	Entering permit mailings	YES	X NO			
b.	Resetting/using postage meter	YES	Д ио			
Noi	npostal Services					
a.	Picking up government forms (such as tax forms)	YES	X NO			
b.	Using for school bus stop	YES	Д ио			
c.	Assisting senior citizens, persons with disabilities, etc.	YES	X NO			
	If yes, please explain:					
d.	Using public bulletin board	YES	☐ NO			
e.	Other	YES	☐ NO			
	If yes, please explain:	arnos	ucuts	s, Uten	us for sel	L,
Do	you pass another Post Office during business hours while traveling to or from w	ork, or shopp	oing, or for r	personal ne	eds?	
·	· · · · · · · · · · · · · · · · · · ·	YES	X NO		· <del></del> -	
	If yes, please explain:				<del></del>	

# **UNITED STATES**POSTAL SERVICE\*

3. F	ost Offic	ve carrier delivery, tl ce box service or ge s to your current ser	neral delivery	change to your de service, complete t	livery service — pro his section. How do	oceed to question 4 o you think carrier r	4. If you curr route deliver	rently receive y service
		Better		Just as Good		No Opinion		Worse
	If yes	s, please explain:						
					······································			
4.	For wh	nich of the following es?	do you leave y	your community? (0	Check all that apply	.) Where do you go	o to obtain th	nese
	K	Shopping	Min					
	西	Personal needs	Mer	ia				
	*	Banking	Wall	deor				
	<i>,</i>	Employment		21 - 3				
	X	Social needs	Chu	ch, W	aldean			
5.	•	would you continue Yes No	to use them if	the Post Office is	discontinued?			
Mail	ing A	ddress						
Name	: [	Barbara	Hic	Koy				
Addre	ss:	2149	Hwy	, 270,	Boles	)		
Telepl	none:	(479) 5	77-23	102 - Cel	el (479) (	039-62	206	
Date:								
Please	e add an ete this o	y additional comme questionnaire.	nts on a separ People time	rate piece of paper  Liv th  (Lixax	and attach it to this	form. Thank you for who was play	or taking the World	e time to
ae o t	hey	questionnaire.  Have a faid Lad Dastal	to go neca	to We	aldroi	or esse	Whee	e for



#### **Postal Service Customer Questionnaire**

	Po	stal Services	Daily	Weekly	Monthly	Never
	a.	Buying Stamps				
	b.	Mailing Letters		<b>豆</b> /		
	C.	Mailing Parcels		$\square$		
	d.	Pick up Post Office box mail		. 🗆		
	e.	Pick up general delivery mail	<b>™</b>			
	f.	Buying money orders		V		
	g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	N	, 🗆 ,		
	h.	Sending Express Mail				
	i.	Buying stamp-collecting material				
	Oth	ner Postal Services				
	a.	Entering permit mailings	YES	М МО		
	b.	Resetting/using postage meter	YES	∑ NO		
	No	npostal Services	/			
	a.	Picking up government forms (such as tax forms)	YES	☐ NO		
	b.	Using for school bus stop	YES	☐ NO		
	C.	Assisting senior citizens, persons with disabilities, etc.	YES	☐ NO		
		If yes, please explain:		<u></u>	<u>-</u> .	
	d.	Using public bulletin board	YES	☐ NO		<del></del>
	e.	Other	YES	□ №		
		If yes, please explain:			<del></del>	
2.	Do	you pass another Post Office during business hours while traveling to or from wo	ork, or shopp	oing, or for p	personal ne	eds?
			YES	NO NO		
		If yes, please explain:	<del></del>			



3.	Post Office	ve carrier delivery, t ce box service or ge s to your current ser	neral delivery service, complete the	ivery service — proceed to question 4 his section. How do you think carrier re	I. If you currently receive oute delivery service
		Better	Just as Good	No Opinion	Worse
	If yes	s, please explain:			
4.	For wh	nich of the following	do you leave your community? (C	Check all that apply.) Where do you go	to obtain these
		Shopping	Some		
	V	Personal needs			
		Banking			
		Employment			
	V	Social needs	·		
5.	Do voi	u currently use local	businesses in the community?		
0.	20 ,00	Yes No	•		
	If yes,	~	to use them if the Post Office is d	liscontinued?	
		Yes V No			
Ma	ailing Ad	ddress			
	97.	1 A			
Nan	ne:	famille	Dupler		
Add	ress: U	P.O. BO	V 22		400
Tele	ephone:	479-1	577-2602		
Date	a:	06-14-	-11		

We receive our home mail at 12834 Nwy 715 Boles Ar. 72926 2 do buy are stamp at Bales Post office.

However, 2 pick-up are mail for
Boles Free Will Baptist Church at
P.O. Box 74 Boles, Nr. 72926, The
un'elected stamps for out going mail.
and are parcels mailed and received.
2 go to post office 4 to 5 times
wheely for Cherch related mail.
Would be an inamerican and very
expensive for me to have to go to
another post office for are Church
Germines.

Zhanks

Lagle House



#### **Postal Service Customer Questionnaire**

Ро	stal Services	Daily	Monthly	Neve	
a.	Buying Stamps V		X		
b.	Mailing Letters	X			
C.	Mailing Parcels		X		
d.	Pick up Post Office box mail				
e.	Pick up general delivery mail				X
f.	Buying money orders		M		
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				
h.	Sending Express Mail		A		
i.	Buying stamp-collecting material				X
Otl	her Postal Services				
a.	Entering permit mailings	YES	⊠ ио		
b.	Resetting/using postage meter	YES	⊠ NO		
No	npostal Services				
a.	Picking up government forms (such as tax forms)	X YES	☐ NO		
b.	Using for school bus stop	YES	🛛 ио		
C.	Assisting senior citizens, persons with disabilities, etc.	X YES	☐ NO		
	If yes, please explain:				
d.	Using public bulletin board	YES	X NO		
e.	Other & Can't Arine much	YES	☐ NO		
	If yes, please explain: any more. Im 83 Years	oll	·		
Do	you pass another Post Office during business hours while traveling to or from wo		ing, or for p	ersonal ne	eds?
			M, NO		
	If yes, please explain:	ė	-		



3. Post Off	ave carrier delivery, the ice box service or gene es to your current servi	eral delivery s	change to your delive service, complete this	ery service — proceed to question section. How do you think carrier	4. If you currently receive route delivery service
	Better		Just as Good	No Opinion	☐ Worse
If ye	s, please explain:	, <u></u>			
		o you leave y	our community? (Che	eck all that apply.) Where do you g	go to obtain these
·· servic	es? Shopping				
П	Personal needs				
, <u> </u>	Banking				
	Employment				
	Social needs /	o get	a hair	at 1 time a mo	with for Tokesme
·	u currently use local b Yes  No would you continue to Yes  No	only	The past of		
Mailing A	ddress				
Name: <i>J</i>	AMES G	RAM	MER		
Address:	12946 1	1 wy	715- Ba	les AR 72926	
Telephone:	207-112	9			
Date: 6 -	14-11				
complete this S a a ale the	questionnaire.  Stead of  10070 way  so in La	clos egen yloy	Po. s acros	d attach it to this form. Thank you P.O. It owns above. Nation 20. Please Les above. Nont	nationwide - reduce me arer f.O.



#### **Postal Service Customer Questionnaire**

Po	ostal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps V		X		
b.	Mailing Letters	X			
C.	Mailing Parcels		X		
d.	Pick up Post Office box mail				
e.	Pick up general delivery mail				X
f.	Buying money orders		$\square$		
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				
h.	Sending Express Mail		A		
i.	Buying stamp-collecting material				X
Ot	ther Postal Services				
a.	Entering permit mailings	YES	М №		
b.	Resetting/using postage meter	YES	X NO		
No	onpostal Services				
a.	Picking up government forms (such as tax forms)	X YES	☐ NO		
b.	Using for school bus stop	YES	⊠ NO		
c.	Assisting senior citizens, persons with disabilities, etc.	X YES	□ №		
	If yes, please explain:				
d.	Using public bulletin board	YES	Ĭ NO		
e.	Other & Cant Drive much	YES	∏ №		
	If yes, please explain: any more. Im 83 years	old			
Do	you pass another Post Office during business hours while traveling to or from wo		oing, or for p	personal ne	eds?
			M, NO		
	If yes, please explain:	•			



3. F	ost Offic	e carrier delivery, the box service or gere to your current serv	eral delivery	o change to your de service, complete t	livery service — procee his section. How do yo	ed to question 4. I u think carrier rou	f you currently receiv te delivery service	е
		Better		Just as Good	No !	Opinion	Worse	
	If yes	please explain:						_
								_
4.	For wh		do you leave	your community? (0	Check all that apply.) W	/here do you go to	obtain these	
		Shopping						
		Personal needs						
		Banking						_
		Employment					- •	<del></del>
		Social needs	o get	a hair	at 1 tim	e amout	h+ Son T	my hes ma
5.	·	currently use local loca	only	The past Office is	Chountinuodo			`
Mail	ing Ac	Idress						
Name	J.	AMES G	RAN	NMER		· · · · · · · · · · · · · · · · · · ·		_
Addre	ss:	12946	Hwy	715- L	Boles AR T	12926		
Teleph	none:	207-112	9					
Date:	6-1	4-11						
compl	ete this of In a 1 als the	puestionnaire.  stead of  ogo wa  o in £  # of en	ge cur arger	Po. acre	and attach it to this form  P.O. It out  as the be  cross the  6 90. Plea  2 need in  above.	is about or a varion. Se lear	rationur reduce aur f y? Pleas lose Boles	.O.



#### **Postal Service Customer Questionnaire**

Pos	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps		X		
b.	Mailing Letters				
C.	Mailing Parcels		X		
d.	Pick up Post Office box mail			凶	
e.	Pick up general delivery mail				
f.	Buying money orders		区		
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation		N		
h.	Sending Express Mail		区		
i.	Buying stamp-collecting material		K		
Oth	er Postal Services	1	. V		
a.	Entering permit mailings	A YES	NO		
b.	Resetting/using postage meter	☐ YES	NO F		
Nor	postal Services	/	·		
a.	Picking up government forms (such as tax forms)	☐ YFS	☐ NO		
b.	Using for school bus stop	T YES	☐ NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	□ NO	•	1 .0
	If yes, please explain:  SO 15 SOMEMORE OF MX MARCH	MX	WAFE	58	disabi
d.	Using public bulletin board	YES	☐ NO		<del>_</del>
e.	Other	YES	☐ NO		
	If yes, please explain:	•			
Doy	you pass another Post Office during business hours while traveling to or from wo	ork, or shopp	oing, or for p	ersonal ne	eds?
•	<del>-</del>	YES	NO		
	If yes, please explain:				<del></del>

# **UNITED STATES**POSTAL SERVICE®

	ares to your current service	<del></del>	П. н. a	
ı,	Better	Just as Good	No Opinion	_  Worse
11	yes, please explain:			
-				
	r which of the following do	you leave your community? (Ch	neck all that apply.) Where do you g	o to obtain these
	/ j Shopping			
<u> </u>	Personal needs			
	Banking			
T.	Employment			
<b>V</b>	Social needs			
•	<u> </u>			3
5. Do	you currently use local bo	usinesses in the community?		
	Yes \ No			
If y	es, would you continue to	use them if the Post Office is dis	scontinued?	
	Yes 🗾 No			
Mailing	Address			
Name:	Jaron	B. Scott		
ے کے Address:	384 BO	3 Sutt P	·	
Telephone:	(419) 2	27-0654		
releptione.	1 - 27	) [ [	0001 010	and of the
Date:	0=11=20	Me Me	need Bolog	2 6021 012 1ce
		s on a separate piece of paper ar	nd attach it to this form. Thank you	for taking the time to
aamalata th	vio augotionnoiro	•		1 1 10
aamalata th	vio augotionnoiro	is to say	y many I	)isable
complete th	vio augotionnoiro	is to part	y many I	isable post office
complete th	vio augotionnoiro	is to pay	y an many I at need th	e Post office



### **Postal Service Customer Questionnaire**

Po	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			X	
b.	Mailing Letters		X		
C.	Mailing Parcels			×	
ď.	Pick up Post Office box mail			$\boxtimes$	Journaly
е.	Pick up general delivery mail				Joursenoxely [X]
f.	Buying money orders			$\boxtimes$	[ scaeswalk
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			<b>V</b>	
h.	Sending Express Mail			X	Occassionaly
i.	Buying stamp-collecting material			凤	
Oth	ner Postal Services			•	· <del>_</del> _
a.	Entering permit mailings	YES	NO X		
b.	Resetting/using postage meter	YES	区 NO		
Nor	npostal Services				
a.	Picking up government forms (such as tax forms)	X YES	☐ NO		
b.	Using for school bus stop	YES	ĭ NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	NO K		
	If yes, please explain:				
đ.	Using public bulletin board	X YES	☐ NO		
e.	Other	YES	☐ NO		
	If yes, please explain:				
Do y	ou pass another Post Office during business hours while traveling to or from wor	ork, or shopp	oing, or for p	personal ner	eds?
		YES	MO NO		
	If yes, please explain:				

# **JUNITED STATES**POSTAL SERVICE\*

3.	Post Office	ve carrier delivery, the ce box service or gen s to your current serv	ere will be no change to your deliver eral delivery service, complete this sice?	y service — proceed to question 4 section. How do you think carrier ro	. If you currently receive oute delivery service
		Better	Just as Good	No Opinion	Worse
	If yes	, please explain:			
4.	For wh		o you leave your community? (Chec	ck all that apply.) Where do you go	to obtain these
	区	Shopping			
	X	Personal needs			
	الإ	Banking			
		Employment			
		Social needs			
5.		Yes No	ousinesses in the community? o use them if the Post Office is disco	ontinued?	
		Yes No			
	iling Ac $_{ m ne}:~\mathcal{B}_{\ell}$		. Rogen		
	1.	2008 H	Rogers		
Add	ress: /5	1332 かん	od 11 2.		
	phone:	(479) 22			
Date	n: <u>6</u>	6)11)11			



#### **Postal Service Customer Questionnaire**

Pos	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			#	
b.	Mailing Letters	X			
C.	Mailing Parcels		A		
d.	Pick up Post Office box mail				X
e.	Pick up general delivery mail		X		
f.	Buying money orders			X	
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation		A		$\Box$
h.	Sending Express Mail			The state of the s	
i.	Buying stamp-collecting material				A
Oth	ner Postal Services				
a.	Entering permit mailings	YES	\$ 40		
b.	Resetting/using postage meter	YES	#NO		
No	npostal Services		•		
a.	Picking up government forms (such as tax forms)	YES	#NO		
b.	Using for school bus stop	YES	NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	NO		
	If yes, please explain:				
d.	Using public bulletin board	YES	Z-MO		
e.	Other	YES	NO		
	If yes, please explain:				
Do '	you pass another Post Office during business hours while traveling to or from wo	ork, or shopp	oing, or for r	personal ne	eds?
•	<u>-</u>	YES	1		
	If yes, please explain:		"		<u></u>

# INITED STATES POSTAL SERVICE\*

compa	res to your current servi	ce?	No Opinion	Worse
.,	_	Just as 0000	[_] 140 Opinion	[_] Worse
<u>If y</u>	es, please explain:			
	which of the following do	o you leave your community? (Che	ck all that apply.) Where do you g	o to obtain these
Ø	Shopping			
	Personal needs			
	Banking			
	Employment			,
\$\overline{\pi}	Social needs			· · · · · · · · · · · · · · · · · · ·
7	-			
5. Do y	you currently use local b	usinesses in the community?		
	Yes No			
If ye	s, would you continue to	use them if the Post Office is disc	ontinued?	
	☐ Yes No			
Mailing A	Address			
,				
lame:	len V	elm	The second secon	
Address:	14098	Heer 27	0 Roles	AR Das
elephone:	479 2	רסדו רכ		
ciopilone.				
oate:	<u>。一にろー</u>	1 \		



#### **Postal Service Customer Questionnaire**

Po	stal Services	Daily	Weekly	. Monthly	Never
a.	Buying Stamps		Y		
b.	Mailing Letters	19			
C.	Mailing Parcels		V		
d.	Pick up Post Office box mail				
e.	Pick up general delivery mail				
f.	Buying money orders				
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			<u>u</u>	
h.	Sending Express Mail				
i.	Buying stamp-collecting material				
Oth	er Postal Services				
a.	Entering permit mailings	YES	□ №		
b.	Resetting/using postage meter	YES	□ №		
Noi	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	☐ NO		
b.	Using for school bus stop	YES	□ №		
c.	Assisting senior citizens, persons with disabilities, etc.	YES	☐ NO		
	If yes, please explain:				
d.	Using public bulletin board	YES	☐ NO		
e.	Other	YES	Пио		
	If yes, please explain:	,	,	47	
De :	(au noon chathar Doct Office during business beauty while the stiff			<del> </del>	
י סט	ou pass another Post Office during business hours while traveling to or from wo	ork, or shopp	_/	ersonal ne	eds?
		_  YES	☐ NO		
	If yes, please explain:				



3. I	Post Office	e carrier delivery, tr e box service or ge to your current ser	nere will be no change to your delive neral delivery service, complete this vice?	ry service — proceed to question a section. How do you think carrier in	4. If you currently receive route delivery service
		Better	Just as Good	No Opinion	Worse
	If yes,	please explain:			<del></del>
	For whi	ich of the following	do you leave your community? (Che	ck all that apply.) Where do you g	o to obtain these
4.	service		, , ,	,,	
	s es	Personal needs			
		Banking			
		Employment			
		Social needs			
5.	·	Yes No	to use them if the Post Office is disc	continued?	
Mai	ling Ad	dress			
Name	: Le	onard	Ridenhour		
Addre	ess: 5	701	Dooley Rd J	Boles AR. 7	2926
Telep	hone:	479-5	77-2402		
Date:	(0-	-3-11			



#### **Postal Service Customer Questionnaire**

	Pos	stal Services	Daily	Weekly	Monthly	Never
	a.	Buying Stamps				V
	b.	Mailing Letters				V
	C.	Mailing Parcels				V
	d.	Pick up Post Office box mail				$\overline{\Delta}$
	e.	Pick up general delivery mail				寸
	f.	Buying money orders				$\mathbf{V}$
	g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				<b></b>
	, h.	Sending Express Mail	. 🗀	🔲		$\mathbf{A}$
	i.	Buying stamp-collecting material			П	<u></u>
	Oth	er Postal Services			,	
	a.	Entering permit mailings	YES	Ŋ NO		
	b.	Resetting/using postage meter	YES	₫ №		
	Nor	npostal Services				
	a.	Picking up government forms (such as tax forms)	YES	☑ NO		
	b.	Using for school bus stop	YES	M NO		
	c.	Assisting senior citizens, persons with disabilities, etc.	YES	M NO		
		If yes, please explain:	,			
	d.	Using public bulletin board	YES	M NO		<del></del> -
	•		_			
	e.	Other	YES	NO NO		
		If yes, please explain:				<del></del>
2.	Do y	you pass another Post Office during business hours while traveling to or from wor	rk, or shopp	oing, or for p	ersonal ne	eds?
			✓ YES	☐ NO		
		If yes, please explain:				
		PARKS PO where we buy stamps, send	prio	rity	mail,	etc



3.	Post Offic	e carrier delivery, the e box service or gen to your current serv	ere will be no change to your deliven eral delivery service, complete this s ice?	y service — proceed to question 4 section. How do you think carrier r	1. If you currently receive oute delivery service
		Better	Just as Good	No Opinion	Worse
	If yes,	please explain:			
4.	service	ich of the following d is?	lo you leave your community? (Chec	k all that apply.) Where do you go	to obtain these
	Ø	Shopping			
		Personal needs			
		Banking			
		Employment			
	V	Social needs			
5.	Do vou	currently use local h	ousinesses in the community?		
O.	50 ,00	Yes No	rusinesses in the sommunity :		
	If yes, v	would you continue t	o use them if the Post Office is disco	ontinued?	
		Yes 🗹 No			
Ma	iling Ad	dress			
IVIC					
Nam	e: EL	IZABETH	AND RICHARD ]	EAN	
Addr	ess: 10	1081 Door	EY RD BOLE	5, AR 72926	
Tele	phone: 🚣	<u> 179-577-</u>	-1068	,	
Date	: <i>O</i>	6/04/2	011		

DOCKET NO. ITEM NO. PAGE 1355351 22 32A

#### Elizabeth and Richard Dean

Mailing address:

Physical address:

10081 Dooley Rd.

10081 Dooley Rd.

Boles, AR 72926

Parks, AR 72950

The answers on the questionnaire concerning the Boles post office do not accurately reflect our usage. We were required to have a Boles mailing address in order to get carrier service. Our physical (911) address is in Parks. The Parks post office is closer to our home and we, occasionally, use it to purchase stamps or send priority mail.

In all honesty, we would not be greatly affected by the closure of either the Boles or the Parks post office. Most services are available online or can easily be obtained in Waldron or Fort Smith where we do our shopping, etc.

If these offices should close, and the mail is delivered from Waldron, we plan to petition a change our mailing address to match the physical one. It is very confusing to other businesses to have the same street number with different towns and zip codes.

2.



# **Postal Service Customer Questionnaire**

Pos	tal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			A	
b.	Mailing Letters	囡			
c.	Mailing Parcels	$\square$			
d.	Pick up Post Office box mail				$\boxtimes$
e.	Pick up general delivery mail			X	
f.	Buying money orders				
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			$\boxtimes$	
h.	Sending Express Mail			$\boxtimes$	
i.	Buying stamp-collecting material				
Oth	er Postal Services				
a.	Entering permit mailings	YES	NO		
b.	Resetting/using postage meter	YES	NO		
Nor	npostal Services				
a.	Picking up government forms (such as tax forms)	YES YES	∏ NO		
b.	Using for school bus stop	YES	☐ NO		
C.	Assisting senior citizens, persons with disabilities, etc.	₩ YES	☐ NO		
	If yes, please explain:			····	<del></del>
ď.	Using public bulletin board	YES	☐ NO		
e.	Other	YES	□ №		
	If yes, please explain:			,	
Do	you pass another Post Office during business hours while traveling to or from wo	ork, or shop	oing, or for	personal n	eeds?
Бо	you pass another 1 ost office during business notice while a a reining to a memorial		₩ NO		
	If yes, please explain:				



3. P	ost Offic	ve carrier delivery, the ce box service or gen s to your current servi	eral delivery service, complete this :	y service — proceed to question 4. section. How do you think carrier ro	If you currently receive ute delivery service
		Better	Just as Good	No Opinion	Worse
	If yes	, please explain:			
4.	For wh		o you leave your community? (Chec	ck all that apply.) Where do you go	to obtain these
	M	Shopping			
		Personal needs			
	M	Banking			
		Employment			
	$\square$	Social needs			
5.	-	Yes No	usinesses in the community?  o use them if the Post Office is disco	ontinued?	
Maili	ng Ac	ddress			
Name:	\	1 Holler	ΜαΛ		
Addres	ss:	(1089)	Lwy 71 5.	Boles A	R72926
Геlерh	ione:	479-	577-2205		
Date:	(	G13/11			

2.



## **Postal Service Customer Questionnaire**

Ро	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			<del>[</del> A	
b.	Mailing Letters	M			
C.	Mailing Parcels	M			
d.	Pick up Post Office box mail				
e.	Pick up general delivery mail			X	
f.	Buying money orders				
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			$\square$	
h.	Sending Express Mail			$\boxtimes$	
i.	Buying stamp-collecting material				
Oth	er Postal Services				
a.	Entering permit mailings	YES	NO		
b.	Resetting/using postage meter	YES	NO		
Noi	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	☐ NO		
b.	Using for school bus stop	YES	☐ NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	☐ NO		
	If yes, please explain:				<del></del>
ď.	Using public bulletin board	YES	□ NO		
e.	Other	YES	☐ NO		
	If yes, please explain:				
Do	you pass another Post Office during business hours while traveling to or from wo	ork, or shopp	oing, or for p	ersonal ne	eds?
		YES	MO 🔀		
	If yes, please explain:				



3. Post	t Office		delivery service, complete this	ery service — proceed to question 4. s section. How do you think carrier ro	
		Better Better	Just as Good	No Opinion	Worse
<u>!</u>	If yes,	please explain:			
	or whices		ou leave your community? (Ch	eck all that apply.) Where do you go	to obtain these
Į.	<u>~</u>	Shopping			
[		Personal needs			
Ī.	<u>~</u>	Banking			
[		Employment			
ſ	$\geq$	Social needs			······································
	[	Yes No	nesses in the community? e them if the Post Office is dis	continued?	
Mailing	g Add	dress			
Name:	V	Hollem	9 1		
Address:	\	1089 1	- ,	Boles A	R72926
Геlерhon	e:	479-5	77-2205		
Date:	G	13/11			

2.



## **Postal Service Customer Questionnaire**

Po	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			X	
b.	Mailing Letters .	X			
C.	Mailing Parcels		X		
d.	Pick up Post Office box mail	X			
e.	Pick up general delivery mail	区			X
f.	Buying money orders			Ķ	
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			X	
h.	Sending Express Mail				K
i.	Buying stamp-collecting material			X	
Oth	er Postal Services			·	
a.	Entering permit mailings	☐ YES	X NO		
b.	Resetting/using postage meter	YES	X NO		
Noi	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	<b>K</b> NO		
b.	Using for school bus stop	YES	X NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	⊠ NO		
	If yes, please explain:	-			
d.	Using public bulletin board	X YES	☐ NO		
e.	Other	X YES	☐ NO		
	If yes, please explain:	MONEY D	ደ <i>ስ</i> ፫ደሩ <i>ወ</i>	URCHA<67	11152.1-
	BANK DERIT CARD.	A. Marcia	SEES F	ANGATI	T TO JUNE
Doy	you pass another Post Office during business hours while traveling to or from wo	ork, or shopp	ing, or for p	ersonal ne	eds?
٠		YES	X NO		
	If yes, please explain:				
		•••••	<del></del>		



3.	Post Office	e carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently recei box service or general delivery service, complete this section. How do you think carrier route delivery service to-your current service?	ve
	, **	Better Just as Good No Opinion W Worse	
	Row	please explain: Goinx TO WALDROW FOR PO BOX 4 SERVICES WOULD BE AN 18 MILE D-TRIP VS A Y2 MILE ROUND-TRIP. THIS WILL CREATE A HARDSHIP FOR MANY SENIOR CO. SHOUT THIS AREA.	
4.	For wh	ch of the following do you leave your community? (Check all that apply.) Where do you go to obtain these s?	
	X	Shopping MENA & ON-LINE WITH POSTAL DELIVERY TO BOX	
	X	Personal needs MENA & ON - LINE WITH POSTAL DELIVERY TO BOX	
	X	Banking WALDRON & Via Mail	
		Employment	<del></del>
		Social needs	<b>—</b>
5.	•	currently use local businesses in the community?  Yes No  Yould you continue to use them if the Post Office is discontinued?  Yes No	
Ma	iling Ad	_	
Nam	e: K	WNIE D. LANGLEY AND LYNDAG. LANGLEY	
Addr	$\mathcal{C}$	0 BOX 12, BOLES, AR 72926	
Tele	ohone: 4	79-577-1085	
Date	# J.	NE 3, 2011	

DOCKET NO. ITEM NO. PAGE 1355351 22 34A

- 1. We receive packages, almost daily, that are too large to fit in post office boxes, or rural route mail boxes. These are picked up at the post office counter.
- 2. All of my medications and most of my wife's medications come through the mail. All of these medications require delivery confirmation, and many require signatures. I know that many other Boles postal customers also depend on USPS for delivery of controlled medications and other medical supplies.
- 3. I would be quite uncomfortable having merchandise and medications left in, or by, a mail box located on a major U.S. highway. Anything requiring signatures will necessitate an 18 mile round trip.
- 4. Both Boles and Parks post offices are being considered for closure. These two post offices serve a very large geographical area with many patrons who will be seriously impacted. If, in fact, there is not enough mail volume to support both offices, it would seem logical to combine them into one post office. The post office with the smallest number of customer and the lowest volume of mail might be merged with the post office having the larger number of customers and largest volume of mail. This would appear to result in the least impact on the majority of the Boles and Parks customers.

				****
			:	



## **Postal Service Customer Questionnaire**

	Po	stal Services	Daily	Weekly	Monthly	Never
	a.	Buying Stamps			<del>[</del>	
	b.	Mailing Letters	M			
	c.	Mailing Parcels	$\square$			
	d.	Pick up Post Office box mail				×
	e.	Pick up general delivery mail			K	
	f.	Buying money orders				
	g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			$\square$	
	h.	Sending Express Mail			$\boxtimes$	
	i.	Buying stamp-collecting material				
	Oth	ner Postal Services				
	a.	Entering permit mailings	YES	NO		
	b.	Resetting/using postage meter	T YES	₩ NO		
	Noi	npostal Services				
	a.	Picking up government forms (such as tax forms)	YES	☐ NO		
	b.	Using for school bus stop	₩ YES	□ №		
	c.	Assisting senior citizens, persons with disabilities, etc.	₩ YES	☐ NO		
		If yes, please explain:				•
	d.	Using public bulletin board	YES	☐ NO		
	e.	Other	YES	☐ NO		
		If yes, please explain:		<u> </u>		<del></del>
2.	Do	you pass another Post Office during business hours while traveling to or from wo	ork, or shopr	oina, or for r	ersonal ne	eds?
	,	, and provided the second seco		M NO	, o, o o , i o, i i o	
		If yes, please explain:				



3. Po	st Office	e carrier delivery, the e box service or gen to your current serv	eral delivery service, complete t	livery service — proceed to questi his section. How do you think carr	on 4. If you currently receive ier route delivery service
		Better	Just as Good	No Opinion	Worse
	If yes,	please explain:			
			· · · · · · · · · · · · · · · · · · ·		
	For whi		o you leave your community? (0	Check all that apply.) Where do yo	u go to obtain these
	<u>M</u>	Shopping			
		Personal needs			
	$\overline{A}$	Banking			
		Employment			
	$\triangleright$	Social needs			
		Yes No	ousinesses in the community?  o use them if the Post Office is o	discontinued?	
		103 [ 110			
Mailir	ng Ad	dress			
Name:	\	Holle	ΜαΛ		
Address	s: \	(089)	Lwy 71 5	· Boles	AR72926
Γelepho	one:	479-	577-220	5	
Date:	C	3/11			

2.



## **Postal Service Customer Questionnaire**

Po	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			X	
b.	Mailing Letters	X			
C.	Mailing Parcels		X		
d.	Pick up Post Office box mail	X			
e.	Pick up general delivery mail	展			X
f.	Buying money orders			Ķ	
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			X	
h.	Sending Express Mail				<b>X</b> i
i.	Buying stamp-collecting material			X	
Oth	er Postal Services			•	
a.	Entering permit mailings	YES	X NO		
b.	Resetting/using postage meter	YES	X NO		
No	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	<b>K</b> NO		
b.	Using for school bus stop	YES	🛛 ио		
C.	Assisting senior citizens, persons with disabilities, etc.	☐ YES	X NO		
	If yes, please explain:				
d.	Using public bulletin board	X YES	☐ NO		
e.	Other	X YES	☐ NO		
	If yes, please explain:	MONEY D	RDERS P	urchaset	LUSÎNK
	BANK DEBIT CARD.				
Do	you pass another Post Office during business hours while traveling to or from we	ork, or shopp	ing, or for p	ersonal ne	eds?
		YES	X NO		
	If yes, please explain:	<del></del>	<del></del>		



3.	Post Office	ve carrier delivery ce box service or s to your current s	general deli	e no change to your overy service, complete	delivery service e this section.	e — proceed to qu How do you think	estion 4. If yo carrier route o	u currently recei lelivery service	ve
	. **	Better	<i>t</i> •	Just as Good		No Opinion	•	Worse	
	If yes	, please explain:	GOING T	DUIALDROW FOI	R PO Box	4 SERVICES 1	sould BE	AN 18 MILE	
		UD-IKIP VS UGHORT THÎS P		E ROUND-TRIP. TI	413 WILL C.K.	<u> </u>	TIP YOR MA	NY JENIOR CIT	<u>172</u> 503
4.	For wh		ng do you le	ave your community?	(Check all tha	it apply.) Where d	you go to ob	tain these	
	X	Shopping	MENA &	- ON-LINE WITH	POSTAL DE	LIVERY TO B	<b>0</b> X		
	X	Personal need		A + ON - LINE					
	X	Banking		0 4 Via mail					
		Employment							
		Social needs							<b>—</b> .
5.		Yes 🗌	No ue to use th	es in the community? em if the Post Office i		?			
Ma	iling Ad	ddress							
Nan	ne: K	ONNIE D.	LANG	sley AND A	LYNDA G	LANGLE	7		
Add	ress: $\digamma$	O Box	12,	BOLES, AR	7292	6			
Tele	phone: 4	479-577	-1085		- 10 - 1				
Date	e: <b>\$</b> J	WE 3,20	11						

DOCKET NO. ITEM NO. PAGE 1355351 22 34A

- 1. We receive packages, almost daily, that are too large to fit in post office boxes, or rural route mail boxes. These are picked up at the post office counter.
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- 3. I would be quite uncomfortable having merchandise and medications left in, or by, a mail box located on a major U.S. highway. Anything requiring signatures will necessitate an 18 mile round trip.
- 4. Both Boles and Parks post offices are being considered for closure. These two post offices serve a very large geographical area with many patrons who will be seriously impacted. If, in fact, there is not enough mail volume to support both offices, it would seem logical to combine them into one post office. The post office with the smallest number of customer and the lowest volume of mail might be merged with the post office having the larger number of customers and largest volume of mail. This would appear to result in the least impact on the majority of the Boles and Parks customers.

DOCKET NO. ITEM NO. PAGE 1355351 22 34A

- 1. We receive packages, almost daily, that are too large to fit in post office boxes, or rural route mail boxes. These are picked up at the post office counter.
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#### **Postal Service Customer Questionnaire**

	Po	stal Services	Daily	Weekly	Monthly	Never
	a.	Buying Stamps		Ø		
	b.	Mailing Letters		<b>À</b>		
	C.	Mailing Parcels		X		
	đ.	Pick up Post Office box mail				
	e.	Pick up general delivery mail				X
	f.	Buying money orders			Ŋ.	
	g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			X	
	h.	Sending Express Mail			À	
	i.	Buying stamp-collecting material				X
	Oth	ner Postal Services				7 .
	a.	Entering permit mailings	YES	Й ио		
	b.	Resetting/using postage meter	YES	<b>∭</b> NO		
	Nor	npostal Services	•			
	a.	Picking up government forms (such as tax forms)	YES	☐ NO		
	b.	Using for school bus stop	YES	ĺ <b>Ϫ</b> νο		
	c.	Assisting senior citizens, persons with disabilities, etc.	YES	MO IX		
		If yes, please explain:				
	d.	Using public bulletin board	X YES	☐ NO		
	e.	Other	YES	☐ NO		
		If yes, please explain:				
2.	Do y	you pass another Post Office during business hours while traveling to or from wo	ork, or shopp	oing, or for p	ersonal nee	eds?
			YES	NO		
		If yes, please explain:		<u> </u>	<u></u>	

# **UNITED STATES**POSTAL SERVICE\*

3.	Post Office	ve carrier delivery, tr ce box service or gel s to your current sen	nere will be no change to your deliver neral delivery service, complete this s vice?	y service — proceed to question 4 section. How do you think carrier re	. If you currently receive oute delivery service
		Better	Just as Good	No Opinion	∭ Worse
	If yes	, please explain:			<i>t</i> -
		<u> </u>			
4.	For wh	ich of the following o	do you leave your community? (Chec	ck all that apply.) Where do you go	to obtain these
	<b>≱</b>	Shopping			
	Ŕ	Personal needs			
	X	Banking			
		Employment			
	ΙX	Social needs			
5.	, Do vou	currently use local	businesses in the community?		
		Yes No	sasmanny :		
	if yes, v	would you continue t	to use them if the Post Office is disco	ontinued?	
		☐ Yes 💢 No			
Ма	iling Ad	dress			•
Nam	e: 🔎	idd be			
Addr	ess: 🎷	253 D	soley U		
Teler	ohone: U	79) 577	1 - 1081		
Date	(6~	\			

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## **Postal Service Customer Questionnaire**

Po	stal Services	Daily	Weekly	Monthly	Never
а.	Buying Stamps			<u>M</u>	
b.	Mailing Letters	;—		ندير	<u> </u>
D.	Walling Letters		1	1_1	X
C.	Mailing Parcels				) <u>I</u>
d.	Pick up Post Office box mail				<b>A</b>
e.	Pick up general delivery mail				<u> </u>
f.	Buying money orders				*
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				X
h.	Sending Express Mail				$\boxtimes$
i.	Buying stamp-collecting material				<b>X</b>
Oth	er Postal Services				
a.	Entering permit mailings	YES	<b>⊠</b> NO		
b.	Resetting/using postage meter	YES	<b>⊠</b> NO		
Nor	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	<b>₹</b> NO		
b.	Using for school bus stop	YES	X NO		
C.	Assisting senior citizens, persons with disabilities, etc.	X YES	□ NO		,
	If yes, please explain:	Perso	nal J	endie	exp
d.	Using public bulletin board	X YES	☐ NO		<del>/                                    </del>
e.	Other	X YES	☐ NO		
	If yes, please explain:	Conta	it we	the po	rem
Do y	ou pass another Post Office during business hours while traveling to or from wo	ork, or shopp	ing, or for p	ersonal nee	eds?
		YES	X NO		
	If yes, please explain:				



Better Just as Good No Opinion Wor	se
If yes, please explain:	
For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?	
Shopping	
Personal needs	
Banking	
Employment	
Social needs	
5. Do you currently use local businesses in the community?  Yes No  If yes, would you continue to use them if the Post Office is discontinued?  Yes No	
Mailing Address	
Name: Beverly Miner	
Name: Beverly Miner  Address: 3220 Yearling Redge Rd Boles arbanes 72	.926
Telephone: 475-577-2533	
Date: 6-6-11	



## **Postal Service Customer Questionnaire**

	Pos	stal Services	Daily	Weekly Monthl		y Never	
	a.	Buying Stamps			X		
	b.	Mailing Letters		$\boxtimes$			
	C.	Mailing Parcels			)XI		
	d.	Pick up Post Office box mail				X	
	e.	Pick up general delivery mail				X	
	f.	Buying money orders				図	
	g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			$\square$		
	h.	Sending Express Mail			<u>X</u>		
	i.	Buying stamp-collecting material			X		
	Oth	er Postal Services					
	a.	Entering permit mailings	YES	<b>⊠</b> NO			
	b.	Resetting/using postage meter	YES	⊠ NO			
	юN	npostal Services					
	a.	Picking up government forms (such as tax forms)	YES	⊠ NO			
	b.	Using for school bus stop	YES	MO ⊠			
	c.	Assisting senior citizens, persons with disabilities, etc.	YES	⊠ NO			
		If yes, please explain:	A. Carlo	* *;	÷1.7°°,		
	ď.	Using public bulletin board	T YES	X no	•		
	e.	Other	YES	<b>∑</b> NO			
		If yes, please explain:					
2.	Dos	you pass another Post Office during business hours while traveling to or from wo	rk or shopp	ing or for r	ereonal na	eds?	
۷.	50	you pass another to ost Office during business flours write travelling to of flotti wo	rk, or snopp	ing, or for p	cisulal ile	cus!	
		If yes, please explain:					



<ol><li>Post Offi</li></ol>	ve carrier delivery ce box service or s to your current	general c	Il be no change to your delivery service, complete th	very service — proceed to question is section. How do you think carrier	If you currently receive route delivery service
	Better	•	Just as Good	No Opinion	Worse
If yes	s, please explain:				
4. For w	hich of the followi	ng do you	leave your community? (Cl	neck all that apply.) Where do you g	o to obtain these
<b>1</b>	Shopping				
X	Personal need	ds			
<b>A</b>	Banking				
	Employment				
X	Social needs				
·	Yes 🔀	No nue to use	esses in the community? them if the Post Office is di	scontinued?	
Mailing A	•		Я.		
Address: 2	0246	HW	y 715. B	OLES. AR 1992	6
	1-479-				
	05-11				

DOCKET NO. ...
ITEM NO. ...
PAGE --

1355351 22 37A

PLEASE DON'T RANGERRANY

RNAIL SERVICE TOWALDRON.

THIS WOULD INTERVESS THE

MILACE T WOULD ASCEP T' BO

PRIVE TO A POST OFFICE PROT

3 MILES TO MERCE 23 MILES

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## **Postal Service Customer Questionnaire**

Pos	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps		Ø		
b.	Mailing Letters				
C.	Mailing Parcels				
d.	Pick up Post Office box mail				
e.	Pick up general delivery mail				
f.	Buying money orders				
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation		· 🔲	Ø	
h.	Sending Express Mail			A	
i.	Buying stamp-collecting material	·	Z		
Oth	er Postal Services				
a.	Entering permit mailings	YES	Ø NO		
b.	Resetting/using postage meter	YES	NO		
Nor	postal Services				
a.	Picking up government forms (such as tax forms)	YES	NO		
b.	Using for school bus stop	YES	NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	NO		
	If yes, please explain:				
ď.	Using public bulletin board	YES	NO		
e.	Other	YES	NO		
	If yes, please explain:				
Doy	you pass another Post Office during business hours while traveling to or from wo	rk, or shopr	oing, or for p	ersonal ne	eds?
•		YES			•
	If yes, please explain:				



3. F	Post Office	ve carrier delivery, there ce box service or gener s to your current service	al delivery service, complete this	ry service — proceed to question 4 section. How do you think carrier r	If you currently receive oute delivery service
		Better	Just as Good	No Opinion	Worse
	If yes	s, please explain:			
			·		
4.	For wh		you leave your community? (Che	ck all that apply.) Where do you go	to obtain these
	中	Shopping	Waldran / n	trha -	
	中	Personal needs	<i></i>		
	中	Banking			
	中	Employment			
	中	Social needs			
5.		Yes No	( sinesses in the community? use them if the Post Office is disc	ontinued?	
Mail	ling Ad	ddress			
Name	<b>)</b> :				
Addre	ess:	8768 1	Huy 71 SOL	th Boles Al	R 72926
Telep	hone:				
Date:					

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## **Postal Service Customer Questionnaire**

Po	estal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps		X		
b.	Mailing Letters	Ø			
C.	Mailing Parcels			$\boxtimes$	
ď.	Pick up Post Office box mail				囱
e.	Pick up general delivery mail			$\sum$	
f.	Buying money orders			X	
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			K	
h.	Sending Express Mail				X
i.	Buying stamp-collecting material			$\overline{\mathbb{N}}$	
Oth	ner Postal Services				
a.	Entering permit mailings	YES	<b>∑</b> №		
b.	Resetting/using postage meter	YES	<b>⋈</b> ио		
No	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	∑ NO		
b.	Using for school bus stop	YES	⊠ NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	∭ NO		
	If yes, please explain:		<del></del>		
d.	Using public bulletin board	YES	☐ NO		·· <del>··</del>
e.	Other	YES	X NO		
	If yes, please explain:				<del></del>
Do	you pass another Post Office during business hours while traveling to or from wo	ork, or shopp	ing, or for p	ersonal nee	eds?
		YES	M MO		
	If yes, please explain:		· <del>/·</del>		
			•••		



3. P	ost Offic		ere will be no change to your deliver leral delivery service, complete this s ice?		
		Better	Just as Good	No Opinion	Worse
	If yes,	please explain:			
4.	For whiservice		lo you leave your community? (Chec	k all that apply.) Where do you go	o to obtain these
	ואַ או	Personal needs			
	, <u>~</u>	Banking			
		Employment			
		Social needs			
5.		Yes No	ousinesses in the community?  o use them if the Post Office is disco	ontinued?	
Mailii	ng Ad	dress			
Name:	B. H	arberson			
Addres	s: 34	98 Cates La	ne, Boles AR 72926		
Telepho	one:				
Date:	6-	7-11			

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#### **Postal Service Customer Questionnaire**

Po	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			9	
b.	Mailing Letters				
C.	Mailing Parcels				<u>u</u>
d.	Pick up Post Office box mail				
e.	Pick up general delivery mail				
f.	Buying money orders				
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				
h.	Sending Express Mail				
i.	Buying stamp-collecting material			4	
Oth	ner Postal Services				
a.	Entering permit mailings	YES	II NO	•	
b.	Resetting/using postage meter	YES	JI ₩0		
No	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	□ NO		٠
b.	Using for school bus stop	YES	NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	NO		
	If yes, please explain:				
d.	Using public bulletin board	ES	☐ NO		
e.	Other	YES	1 NO		
	If yes, please explain:	<del> </del>			
Do	you pass another Post Office during business hours while traveling to or from wo	ork, or shops	oing, or for r	personal ne	eds?
•		YES	<b>1</b> MO		
	If yes, please explain:			<u>-</u>	

# JUNITED STATES POSTAL SERVICE.

3.	If you have carrier delivery, there Post Office box service or gener compares to your current service	al delivery service, complete t	livery serv his section	ice — proceed to question 4 . How do you think carrier r	I. If you currently receive oute delivery service
	Better	Just as Good	•	No Opinion	Worse
	If yes, please explain:			***	
4.	For which of the following do services?	you leave your community? (0	Check all t	nat apply.) Where do you go	to obtain these
	Shopping	Daldson			
	Personal needs	Waldray	<u> </u>		
	Banking	Waldso			
	Employment	out C	$\mathcal{L}$	State	
	Social needs	waldy	OY	1	
5.	Do you currently use local but	sinesses in the community?		•	
<b>J</b> .	Yes No	sinesses in the community :			
	If yes, would you continue to	se them if the Post Office is o	discontinue	ed?	
	Yes No				
N 4 - :	ilina Addus sa				
iviai	iling Address				
Nam	e: Tex: 1	Terr	4		4
Addr	ess: 2149	Hwu	D'	10 BO	108 AR 7292
Telep	phone: 479-~	77-250	2		
Date:	M A.	10 \ 11			
Jale.	· · · · · ·	<u>u                                    </u>			

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## **Postal Service Customer Questionnaire**

Po	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps				
b.	Mailing Letters				
C.	Mailing Parcels				
d.	Pick up Post Office box mail				
e.	Pick up general delivery mail				
f.	Buying money orders			V	
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				
h.	Sending Express Mail				
i.	Buying stamp-collecting material			П	
Oth	er Postal Services	, <del></del>			,
a.	Entering permit mailings	YES	NO PA		
b.	Resetting/using postage meter	YES	NO NO		
Nor	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	NO		
b.	Using for school bus stop	YES	NO NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	☑ NO		
	If yes, please explain:  Pick up mail and mail Litters				
d.	Using public bulletin board	YES	□ №		
e.	Other	YES	Z NO		
	If yes, please explain:				
Doy	ou pass another Post Office during business hours while traveling to or from wo	rk, or shopp	ing, or for p	ersonal nee	eds?
		YES			
	If yes, please explain:				
	I use the and side mail Bo	y 2	Some y	leno	af
	I use the out side mail Bo the Waldion Past office				



<ol><li>Post</li></ol>	u have carrier delivery, the Office box service or gene pares to your current servi	re will be no change to your deliver eral delivery service, complete this ce?	ry service — proceed to question a section. How do you think carrier r	4. If you currently receive route delivery service
	Better	Just as Good	No Opinion	Worse
<u>If</u>	yes, please explain:			
-				· · · · · · · · · · · · · · · · · · ·
4. Fo	rvices?	o you leave your community? (Che		
	Shopping dol	lor tru, Ald's, &	lamoplub South	erland Lowel
<u>[c</u>	Personal needs	ort Smith		
	Banking			
	Employment		-	
	Social needs			
	Yes No	usinesses in the community?	ontinued?	
Mailing	Address			
Name:	# Stacy	Rogues		
Address:	P.O Box	Rogues 3 Bobes Ar	K 72926	
Геlephone	479-577	- 2628		
Date:	6-6-11			

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## **Postal Service Customer Questionnaire**

Ро	stal Services	Daily	Weekly	Monthly Never
a.	Buying Stamps			
b.	Mailing Letters			
C.	Mailing Parcels			
d.	Pick up Post Office box mail			
e.	Pick up general delivery mail			
f.	Buying money orders			
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			
h.	Sending Express Mail			
i.	Buying stamp-collecting material			
Oth	ner Postal Services	\		
a.	Entering permit mailings	☐ YES	ОИ [Д	
b.	Resetting/using postage meter	☐ YES	√Д ио	
Noi	npostal Services	_		
a.	Picking up government forms (such as tax forms)	YES	ои 🗹	
b.	Using for school bus stop	☐ YĘS	ои 📭	
C.	Assisting senior citizens, persons with disabilities, etc.	☐ YES	NO IT	
	If yes, please explain:	<del></del>		
d.	Using public bulletin board	YES	NO NO	
e.	Other	YES	☐ NO	
	If yes, please explain:			
Do y	rou pass another Post Office during business hours while traveling to or from w	ork, or shopp	ing, or for p	ersonal needs?
	If yes, please explain: work, mena	YES	□ NO	
	John, word, Waldron			



3.	Post Office	re carrier delivery, the re box service or gen re to your current serv	eral delivery service, c	your delivery somplete this sec	ervice — proceed to question tion. How do you think carrie	on 4. If you currently receive er route delivery service
		Better	Just as G	ood	No Opinion	Worse
	If yes,	please explain:				
		<u>-</u>				
4.	For wh service	ich of the following des?	o you leave your comn	nunity? (Check	all that apply.) Where do you	go to obtain these
	V	Shopping		·		
	V	Personal needs		· · ·		
	P	Banking				
	M	Employment				
~	V	Social needs				
Mai	iling Ad	Yes No	o use them if the Post (	Office is discont	nued?	
Name	e: <u></u>	sh <sub>n</sub> V	<u> </u>	<u>~</u>		
Addre	ess: $\supseteq$	1831	Hwy 2	70		
Telep	ohone:	479-5	577,23	5 54		
Date:	6	-3 -11				
		additional comment uestionnaire.	s on a separate piece o	of paper and att	ach it to this form. Thank you	ı for taking the time to
	,	I nei	res us	e th	, Boles	post
	l	offics.	el go	to	Waldre	m 01
		Mena	λ 、			



#### **Postal Service Customer Questionnaire**

	Pos	stal Services	Daily	Weekly	Monthly	Never
	a.	Buying Stamps				
	b.	Mailing Letters				
	C.	Mailing Parcels				
	d.	Pick up Post Office box mail				
	e.	Pick up general delivery mail				
	f.	Buying money orders				
	g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				
	h.	Sending Express Mail				
	i.	Buying stamp-collecting material				
	Oth	ner Postal Services				
	a.	Entering permit mailings	YES	☐ NO		
	b.	Resetting/using postage meter	YES	☐ NO		
	Nor	npostal Services				
	a.	Picking up government forms (such as tax forms)	YES	☐ NO		
	b.	Using for school bus stop	YES	☐ NO		
	C.	Assisting senior citizens, persons with disabilities, etc.	YES	☐ NO		
		If yes, please explain:	<del></del>			
	d.	Using public bulletin board	YES	☐ NO		
	e.	Other	YES	□ №		
		If yes, please explain:				
2.	Do	you pass another Post Office during business hours while traveling to or from wo	ork, or shopp	oing, or for p	personal ne	eds?
			YES	NO		
	-	If yes, please explain:			_	



	Better	Just as Good	No Opinion	Worse
	If yes, please explain:			
4.	For which of the following d services?	you leave your community? (Chec	k all that apply.) Where do you g	o to obtain these
	Shopping			
	Personal needs			
	Banking			
	Employment			
	Social needs			
5.	Yes No	usinesses in the community?  use them if the Post Office is disco	ntinued?	
Mai	ling Address			
Name	: Johnny o	GAIL SHAC	ldan	
Addre	ess: 20497 L	valnut Rida	e Rd. Bole	es, AR, 7292,
Telep	hone:			
Date:	6-4-	-   (		
	<u></u>			



## **Postal Service Customer Questionnaire**

	Pos	stal Services	Daily	Weekly	Monthly	Never
	a.	Buying Stamps				
	b.	Mailing Letters	4			
	C.	Mailing Parcels				
	d.	Pick up Post Office box mail				4
	e.	Pick up general delivery mail			4	
	f.	Buying money orders			1	
	g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			旦	
	h.	Sending Express Mail				
	i.	Buying stamp-collecting material				1
	Oth	ner Postal Services				
	a.	Entering permit mailings	YES	M NO		
	b.	Resetting/using postage meter	YES	NO		
	Nor	npostal Services				
	a.	Picking up government forms (such as tax forms)	<u>u</u> yés	☐ NO		
	b.	Using for school bus stop	PYES	☐ NO		
	C.	Assisting senior citizens, persons with disabilities, etc.	YES	14 NO		
		If yes, please explain:				
	d.	Using public bulletin board	YES	NO NO		
	e.	Other	YES	NO		
		If yes, please explain:		-		
2.	Dov	you pass another Post Office during business hours while traveling to or from wo	rk or shopp	ing or for n	orconal na	ndo2
	<b>50</b> j	, see passe and the real of the control during business flours write traveling to of florif wo			Ersoniai 116	cus!
			_  YES	1 NO		
		If yes, please explain:				
			<del></del>			

# JUNITED STATES POSTAL SERVICE\*

E	letter	Just as Good	No Opinion	Worse
If yes, please	explain:			
<del></del>				
For which of th	o following do va	u lagua varia agreementik 2 (Char	l. all that and	
services?	ie following do yo	u leave your community? (Chec	k all that apply.) Where do you g	o to obtain these
Shop	ping wa	Idozan		
Perso	onal needs	N (		•
Bank		. (		
Empl	oyment	11dpm		
<u> </u>	<u> </u>	meldren-		
Socia	al needs	alchen		
·		esses in the community?		
,	es No			
		e them if the Post Office is disco	ontinued?	
Y	es No			
ailing Address	5			
~	4 2			
ne: 1) Bo	vid -	MARIC		
dress: 515	Pa Da	soley Rd. A	soles, AR=	12926
		( ,		
ephone: 479	-2Ce4-	7646		•
1/20/1	ĺ			
e: 6/20/L				
ase add any addition		a separate piece of paper and	attach it to this form. Thank you	for taking the time to
Dle	n IBSC	Keep" o	ur Post o	FRICE
1 , -				_
	,		1 - 0	1 ()



## **Postal Service Customer Questionnaire**

Ро	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps				
b.	Mailing Letters				M
¢.	Mailing Parcels			12/	
d.	Pick up Post Office box mail				12
e.	Pick up general delivery mail				Image: Section 1.
f.	Buying money orders				v
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			V	
h.	Sending Express Mail				v
i.	Buying stamp-collecting material				Ø
Oth	er Postal Services				.—
a.	Entering permit mailings	YES	NO E		
b.	Resetting/using postage meter	YES	I NO		
No	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	I NO	•	
b.	Using for school bus stop	YES	☑ NO		
c.	Assisting senior citizens, persons with disabilities, etc.	YES	NO		
	If yes, please explain:		<del>_</del> .		
		····			<del></del>
d.	Using public bulletin board	YES	☑ NO		
e.	Other .	YES	NO		
	If yes, please explain:				<del></del>
Doy	ou pass another Post Office during business hours while traveling to or from wo	ork, or shopp	ing, or for p	ersonal nee	eds?
		YES	☐ NO		
	If yes, please explain:	Wald	ron		



3.	Post Offic	ve carrier delivery, the se box service or gen s to your current serv	ere will be no change to your delive leral delivery service, complete this rice?	ery service — proceed to question 2 section. How do you think carrier r	If you currently receive oute delivery service
		Better	Just as Good	No Opinion	Worse
	If yes	, please explain:			
4.	For wh		to you leave your community? (Che	eck all that apply.) Where do you go	o to obtain these
	回	Shopping			
	W	Personal needs			
		Banking			
		Employment			
		Social needs			
5.	-	Yes No	ousinesses in the community?  o use them if the Post Office is disc	continued?	
Иai	ling Ad	Idress			
Vame	e: K	evin	Brown		
Addre	ess: C	9601 A	1WY270 B.	oles AR.729	126
eler	hone:	179-5 <b>9</b>			
Date:		-4-11			



## **Postal Service Customer Questionnaire**

	Pos	stal Services	Daily	Monthly	nthly Never	
	a.	Buying Stamps				
	b.	Mailing Letters				
	C.	Mailing Parcels				Ø
	d.	Pick up Post Office box mail				g
	e.	Pick up general delivery mail				19
	f.	Buying money orders				
	g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				W
	h.	Sending Express Mail				区
	i.	Buying stamp-collecting material			11	
	Oth	ner Postal Services				
	a.	Entering permit mailings	YES	II NO		
	b.	Resetting/using postage meter	YES	NO		
	Nor	npostal Services				
	a.	Picking up government forms (such as tax forms)	YES	I NO		
	b.	Using for school bus stop	YES	IJ NO		
	C.	Assisting senior citizens, persons with disabilities, etc.	YES	NO I		
		If yes, please explain:				·
	d.	Using public bulletin board	YES	∏ №		
	e.	Other	YES	□ №		
		If yes, please explain:		·		
2.	Do	you pass another Post Office during business hours while traveling to or from wo	rk, or shopp	oing, or før p	ersonal ne	eds?
			YES	NO		
		If yes, please explain:				



3.	Post Offic	e carrier delivery, there e box service or genera to your current service	I delivery service, complete this	ry service — proceed to question a section. How do you think carrier i	4. If you currently receive route delivery service
		Better	Just as Good	No Opinion	Worse
	If yes,	please explain:			
			—————————————————————————————————————		
4.	For wh service		ou leave your community? (Che	ck all that apply.) Where do you go	o to obtain these
	V	Shopping	Mena		
	V	Personal needs	WAIDR	N	
,		Banking	. mena	$\mathcal{L}$	
	Ø	Employment	Retir	ed	
		Social needs	men	a) :	
5.	Do you	ourrently use least bus	inesses in the community?		
ວ.	Do you	Yes No	messes in the community?		
	If yes,	would you continue to u	se them if the Post Office is disc	ontinued?	
		Yes No			
Ма	iling Ad				
Nam	e:	GARY	Stipe		
<u>Addr</u>	ess:	12290	Stipe Herry 715	Boles Ad	72926
Tele	ohone:		1080		
Date	:	6-	3-1/		



## **Postal Service Customer Questionnaire**

Po	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps				
b.	Mailing Letters				
C.	Mailing Parcels				M
d.	Pick up Post Office box mail				
e.	Pick up general delivery mail				V
f.	Buying money orders				
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				V
h.	Sending Express Mail				M
i.	Buying stamp-collecting material				V
Oth	er Postal Services				
a.	Entering permit mailings	YES	NO		
b.	Resetting/using postage meter	YES	NO		
No	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	NO		
b.	Using for school bus stop	YES	MO NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	NO		
	If yes, please explain:		<del></del>		
d.	Using public bulletin board	YES	NO		
e.	Other	YES	NO NO		
	If yes, please explain:				
Doy	you pass another Post Office during business hours while traveling to or from wo	rk, or shopp	ing, or for p	ersonal nee	eds?
		YES	NO		
	If yes, please explain:	· <b>_</b>	·		·



3.	If you have carrier delivery, there Post Office box service or genera compares to your current service	al delivery service, complete this	ry service — proceed to question section. How do you think carrier	If you currently receive route delivery service
	Better	Just as Good	No Opinion	Worse
	If yes, please explain:			
4.	For which of the following do y services?	rou leave your community? (Che	ck all that apply.) Where do you g	o to obtain these
	Shopping Mena	, Fort Smith, h	2aldron	
			Valdron	
	Ranking .			
	Employment Wa	•		
			t Springs	
5.	Do you currently use local bus	inesses in the community?		
	Yes No			
	. / `	se them if the Post Office is disc	ontinued?	
	Ŭ Yes  No			
Mai	ling Address			
Name	: Carla Briga	nre		
Addre	ess: 2206 Hwy.	220, Boles, AA	72924	
Telep	hone: 479~ 577-2			
Date:	6-5-11			



## **Postal Service Customer Questionnaire**

Pos	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps				X
b.	Mailing Letters				Ø,
C.	Mailing Parcels				Ø,
d.	Pick up Post Office box mail				Image: Simple state of the sta
e.	Pick up general delivery mail				Image: section of the sec
f.	Buying money orders				I
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				I
h.	Sending Express Mail		🗀		Image: Section of the
i.	Buying stamp-collecting material				I
Oth	er Postal Services		,		
a.	Entering permit mailings	YES	NO F		
b.	Resetting/using postage meter	YES	NO V		
Nor	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	NO V		
b.	Using for school bus stop	YES	II vo		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	МО		
	If yes, please explain:				
			/_		
d.	Using public bulletin board	YES	NO IT		
e.	Other	YES	NO NO		
	If yes, please explain:	-			
Dov	/ou pass another Post Office during business hours while traveling to or from wo	ark or shoon	ing or for n	ersonal ne	ods2
20,	real pass and their real emiss daming business hears while havening to or home we	YES	NO	ersonar ne	eus!
	If yes, please explain: Waldron, AR Or Mena	AR	·		



3. 1	Post Office		general delivery sei				on 4. If you currently receive er route delivery service
•		Better	Ju	st as Good		No Opinion	Worse
	If yes,	please explain:					
4.	For whi		ng do you leave you	r community? (Che	ck all that app	oly.) Where do you	go to obtain these
	I	Shopping		Waldra	)()	00	Mena
	II,	Personal need	s				
	Π,	Banking					
	团/	Employment		·			
		Social needs	,				
5.		Yes	cal businesses in th No ue to use them if the		continued?		
Mai	ling Ad	dress					
Name	: Me	issa	Ardwin	)			
\ddre	ess:	8653	Hwy	71	5		
ГеІер	hone:	479-	<u> 577 - </u>	1130			
Date:	6.	-6-11	_	_			

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## **Postal Service Customer Questionnaire**

	Po	stal Services	Daily	Weekly	Monthly	Never
	a.	Buying Stamps		X		
	b.	Mailing Letters		X		
	C.	Mailing Parcels				X
	d.	Pick up Post Office box mail				X
	e.	Pick up general delivery mail				X
	f.	Buying money orders				X
	g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				<b>K</b> I
	h.	Sending Express Mail				X
	i.	Buying stamp-collecting material				X
	Oth	ner Postal Services				
	a.	Entering permit mailings	YES	<b>☑</b> NO		
	b.	Resetting/using postage meter	☐ YES	🛛 ио		
	Noi	npostal Services				
	a.	Picking up government forms (such as tax forms)	YES	M NO	•	
	b.	Using for school bus stop	YES	ĭ NO		
	c.	Assisting senior citizens, persons with disabilities, etc.	YES	NO		
•		If yes, please explain:				
	ď.	Using public bulletin board	YES	<b>⊠</b> NO	•	
	e.	Other	YES	М М		
		If yes, please explain:				
2.	Doy	you pass another Post Office during business hours while traveling to or from wo	rk, or shopp	oing, or for p	ersonal ne	eds?
			YES	NO X		
		If yes, please explain:		-		
				<del></del>	<u>-</u>	

# JUNITED STATES POSTAL SERVICE\*

3.	Post Office	ve carrier delivery, the se box service or ger s to your current serv	ere will be no change to your delive neral delivery service, complete this rice?	ry service — proceed to question a section. How do you think carrier i	4. If you currently receive route delivery service
		Better	Just as Good	No Opinion	Worse
	If yes	, please explain:			
	<del></del>	· · · · · · · · · · · · · · · · · · ·			
4.	For wh		do you leave your community? (Che	ck all that apply.) Where do you go	o to obtain these
	X	Shopping	mena		
	M	Personal needs	4.4.4.		
	N A	Banking	mena		
	$\boxtimes$	Employment	Boles + Par	ks	
		Social needs			
5.	If yes,	Yes No	businesses in the community? to use them if the Post Office is disc	ontinued?	
Ма	iling Ad	Idress			
Nam	e: 5	ebarn 1	FIRVALENE	HArrisox	
<u>Addr</u>	ess: á	11380	Hmy. 71	5.	
Tele	phone:		517-1200		
Date	: 6	-8-11			

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## **Postal Service Customer Questionnaire**

P	ostal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			X	
b.	Mailing Letters				X
C.	Mailing Parcels				X
d.	Pick up Post Office box mail				M
e.	Pick up general delivery mail				X
f.	Buying money orders				M
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				X
h.	Sending Express Mail				X
i.	Buying stamp-collecting material				<b>M</b>
Ot	her Postal Services				
a.	Entering permit mailings	YES	M MO		
b.	Resetting/using postage meter	YES	M NO		
No	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	₩ ио		
b.	Using for school bus stop	YES	MO NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	M NO		
	If yes, please explain:				
ď.	Using public bulletin board	YES	M NO		
e.	Other	YES	□ №		
	If yes, please explain:				
Do	you pass another Post Office during business hours while traveling to or from wo	rk, or shopp	ing, or for p	ersonal nee	eds?
		区 YES	☐ NO		
	If yes, please explain:	WALDE	201		



3.	Post Offic	re carrier delivery, then the box service or gener to your current service	al delivery service, complete this	ry service — proceed to question 4 section. How do you think carrier r	If you currently receive oute delivery service
		Better	Just as Good	No Opinion	Worse
	If yes,	please explain:			
4.	For wh service	ich of the following do	you leave your community? (Che	ck all that apply.) Where do you go	to obtain these
	X	Shopping	MENA, AR		
		Personal needs			
		Banking			
		Employment			
		Social needs			
5.	If yes, v	Yes No	sinesses in the community?  use them if the Post Office is disco	ontinued?	
Ма	iling Ad	dress			
Nam	e: L1	NNIE B.	SHAIP		
Addr	ess: 16	NNIE B.	115		
Tele	ohone:	479-571-			
Date	: 6	-9-11			



## **Postal Service Customer Questionnaire**

	Pos	stal Services	Daily	Weekly	Monthly	Never
	a.	Buying Stamps			风	
	b.	Mailing Letters		X		
	C.	Mailing Parcels			$\square$	
	d.	Pick up Post Office box mail				×
	e.	Pick up general delivery mail				$\sum$
	f.	Buying money orders				
	g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			$\bowtie$	
	h.	Sending Express Mail			M	
	i.	Buying stamp-collecting material			团	
	Oth	ner Postal Services				
	a.	Entering permit mailings	YES	<b>⊠</b> NO		
	b.	Resetting/using postage meter	YES	М №		
	No	npostal Services				
	a.	Picking up government forms (such as tax forms)	YES	☐ NO		
	b.	Using for school bus stop	YES	NO K		
	C.	Assisting senior citizens, persons with disabilities, etc.	YES	<b>∑</b> ⊦NO		
		If yes, please explain:				<del></del>
	d.	Using public bulletin board	<b>⊠</b> YES	☐ NO		
	e.	Other	YES	□ №		
		If yes, please explain:				
2.	Do	you pass another Post Office during business hours while traveling to or from wo	rk, or shopp	ing, or for p	ersonal ne	eds?
			YES	<b>⋈</b> NO		
		If yes, please explain:	· · · · · · · · · · · · · · · · · · ·			
			•			



3.	Post Office	se box service or gener to your current service	al delivery service, co	mplete this se	ction. How do you think carrier	route delivery service
		Better	Just as Go	ood	No Opinion	Worse
	If yes	, please explain:				
4.	For wh	ich of the following do	you leave your comm	unity? (Check	all that apply.) Where do you g	o to obtain these
	$\mathbf{A}$	Shopping				
	$\mathbf{A}$	Personal needs				
	×	Banking				
		Employment				
-		Social needs	-	-		
5.	-	currently use local bus	sinesses in the comm	unity?		
		Yes No				
	If yes,	would you continue to t	use them if the Post (	Office is discor	tinued?	
		Yes No				
Mai	iling Ac	Idress				
Name	e:	CARL	T RE	ED		
Addre	ess:	12600	REED	nd	BOJEC Ar	72526
Teler	ohone:	479	577	2591		
Date:		6-9-11	-			



## **Postal Service Customer Questionnaire**

	Pos	stal Services	Daily	Weekly	Monthly	Never
	a.	Buying Stamps			<b>X</b>	
	b.	Mailing Letters		X		
	C.	Mailing Parcels				X
	d.	Pick up Post Office box mail	X			
	e.	Pick up general delivery mail		囡		1
	f.	Buying money orders			区	
	g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				M
<b>.</b>	h.	Sending Express Mail				K
	i.	Buying stamp-collecting material				包
	Oth	er Postal Services				
	a.	Entering permit mailings	YES	NO 🔀		
	b.	Resetting/using postage meter	YES	⊠ ио		
	Nor	npostal Services				
	a.	Picking up government forms (such as tax forms)	YES	X NO		
	b.	Using for school bus stop	YES	NO X		
	C.	Assisting senior citizens, persons with disabilities, etc.	X YES	☐ NO		
		If yes, please explain:  Pathink Space				
	d.	,Using public bulletin board	YES	⊠ ио		
	e.	Other	YES	<b>K</b> NO		
		If yes, please explain:				
2.	Do	you pass another Post Office during business hours while traveling to or from wo	rk, or shopp	ing, or for p	ersonal ne	eds?
			YES	MO		
		If yes, please explain:				



3. PO	St Onic	ve carrier delivery, the ce box service or gen s to your current serv	erai delivery sen	ange to your delive vice, complete this	ery service — proceed to section. How do you thin	question 4. If you on the carrier route deli	currently receive very service
		Better	<b>⊠</b> Jus	t as Good	No Opini	on [	Worse
	If yes	, please explain:					
4.	For wh	nich of the following des?	o you leave your	community? (Che	eck all that apply.) Where	do you go to obtai	n these
	X	Shopping	Walm	uk	Jomes.		
	<u>Σ</u>	Personal needs	". Men	67/			
	区	Banking 1	· ·	Bonl	k Walder	$\sim$	
		Employment 7	ho				
,	<b>9</b>	Social needs	no				
5. [	Jo voi	a currently use local b	usinesses in the	community?			
J	<i>50</i>	Yes No		oonmanty:			
ı	f yes,	would you continue t	o use them if the	Post Office is disc	continued?		
		Yes No					
Mailin	g Ac	ddress	. •		$\Omega$		
Name:		Charle	Berto	ler	Redmo	$\nu$	
Addre <u>ss</u>	: <i>A</i>	Po	Bot 6	σ	Balo	alk	72926
Telepho	ne: 🗸	479-5	77-22	30			
Date:		Lin		7	- 2011/		
		0					



## **Postal Service Customer Questionnaire**

Po	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps		X		
b.	Mailing Letters		X		
C.	Mailing Parcels				
d.	Pick up Post Office box mail	X			
e.	Pick up general delivery mail				X
f.	Buying money orders				
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				
h.	Sending Express Mail				
i.	Buying stamp-collecting material				$\boxtimes$
Otl	ner Postal Services				,
a.	Entering permit mailings	YES	X NO		
b.	Resetting/using postage meter	YES	⊠ ио		
No	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	⊠ NO		
b.	Using for school bus stop	YES	X NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	☐ NO		
	If yes, please explain:			•	<del></del>
d.	Using public bulletin board	YES	☐ NO		
e.	Other	YES	☐ NO		
	If yes, please explain:				
Do	you pass another Post Office during business hours while traveling to or from wo	ork, or shopp	oing, or for p	ersonal ne	eds?
		YES	🔀 ио		
	If yes, please explain:				



3.	Post Office	ve carrier delivery, the ce box service or gene s to your current servi	ere will be no change to your deliver eral delivery service, complete this ce?	ry service — proceed to question a section. How do you think carrier in	4. If you currently receive route delivery service
		Better	Just as Good	No Opinion	Worse
	If yes	, please explain:			
	-	<u></u>			
4.	For wh		o you leave your community? (Che	ck all that apply.) Where do you go	o to obtain these
		Shopping			
		Personal needs			
	风	Banking	Waldryn, ar.		
		Employment			
		Social needs			
5.	Do you	i currently use local b	usinesses in the community?		
J.	<i>D0</i>	Yes No	asinesses in the community:		
	If yes,	would you continue to	use them if the Post Office is disco	ontinued?	
		Yes No			
Ма	iling Ac	idress			
Nam	e: Le	trude Cli	on Shelton		
<u>Addr</u>	ess: P	O. Box H	Bales, an, 7:	1926	
	phone:		-2423		
Date	: 6-	7-2011			



## **Postal Service Customer Questionnaire**

	Pos	stal Services	Daily	Weekly	Monthly	Never
	a.	Buying Stamps			<b>X</b>	
	b.	Mailing Letters		X		
-	C.	Mailing Parcels				X
	d.	Pick up Post Office box mail	X			
	e.	Pick up general delivery mail		囡		•
	f.	Buying money orders		. 🔲	区	
	g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				M
**	h.	Sending Express Mail				K
	i.	Buying stamp-collecting material				包
	Oth	er Postal Services				
	a.	Entering permit mailings	YES	NO 🔁		
	b.	Resetting/using postage meter	YES	⊠ ио		
	Non	npostal Services				
	a.	Picking up government forms (such as tax forms)	YES	X NO		
	b.	Using for school bus stop	YES	X NO		
	c.	Assisting senior citizens, persons with disabilities, etc.	YES	☐ NO		
		If yes, please explain:  Parking Space				·
	d.	Using public bulletin board	YES	⊠ NO		
	e.	Other	YES	<b>⊠</b> NO		
		If yes, please explain:				
2.	Do <sup>4</sup>	you pass another Post Office during business hours while traveling to or from wo	ork, or shopp	ing, or for p	ersonal ne	eds?
	- ,	· · · · · · · · · · · · · · · · · · ·	YES	NO NO		•
		If yes, please explain:			i	<del></del>

## **UNITED STATES**POSTAL SERVICE\*

3.	If you have carrier delivery Post Office box service or compares to your current s	general delivery service, complete	delivery service — proceed to question ethis section. How do you think carrier	4. If you currently receive route delivery service
	Better	Just as Good	No Opinion	Worse
	If yes, please explain:			
4.	For which of the following services?	ng do you leave your community?	(Check all that apply.) Where do you g	o to obtain these
	Shopping	W W.mark	Jomes.	
	Personal need	s Ment		
	Banking	J	nk Waldon	
	Employment	ho		
	Social needs	No		····
5.	Yes 🗍	ue to use them if the Post Office is	s discontinued?	
Mai	ling Address		. 0	
Nam	e: Choril	o Berther	Redmon	
Addr	M a	Bot 60	Balo a	UK 72926
Telep	phone: 479-5	77-22 30		
Date:	Jen	, 7	7 - 2011/	



## **Postal Service Customer Questionnaire**

Po	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps		X		
b.	Mailing Letters		X		
C.	Mailing Parcels				
d.	Pick up Post Office box mail	X			
e.	Pick up general delivery mail				X
f.	Buying money orders				
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				
h.	Sending Express Mail				
i.	Buying stamp-collecting material				$\boxtimes$
Oth	er Postal Services				,
a.	Entering permit mailings	YES	X NO		
b.	Resetting/using postage meter	YES	<b>⊠</b> NO		
Nor	postal Services				
a.	Picking up government forms (such as tax forms)	YES	X NO		
b.	Using for school bus stop	YES	NO X		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	☐ NO		
	If yes, please explain:		<u>.</u>		
d.	Using public bulletin board	YES	☐ NO		
e.	Other	YES	∏ NO		
	If yes, please explain:		·		
Do y	you pass another Post Office during business hours while traveling to or from wo	ork, or shopp	ing, or for p	ersonal nee	eds?
		YES			
	If yes, please explain:				<u>_</u>



3.		, there will be no change to your deliver general delivery service, complete this s ervice?		
	Better	Just as Good	No Opinion	Worse
	If yes, please explain:			
4.	For which of the following services?	g do you leave your community? (Chec	ck all that apply.) Where do you go	o to obtain these
	Shopping			
	Personal need	S		
	Banking	Waldryn, as.		
	Employment			
	Social needs			
5.	Do you currently use los	al businesses in the community?		
J.	Yes	·		
	If yes, would you continu	ue to use them if the Post Office is disco	ontinued?	
	∑ Yes ☐ I	No		
Mai	ling Address			
Name	: Gertrude (	Thon Shelton		
Addre	ess: PO, Box H	Bales, an, 7:	1926	
Telep	hone: 479-57	7-2423		
Date:	( 0 0 0 0			

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2.



## **Postal Service Customer Questionnaire**

Po	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			N	
b.	Mailing Letters				
c.	Mailing Parcels				
d.	Pick up Post Office box mail				
e.	Pick up general delivery mail				1
f.	Buying money orders				
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			V	
h.	Sending Express Mail				$\square$
i.	Buying stamp-collecting material				I
Otl	ner Postal Services				
a.	Entering permit mailings	YES	M NO		
b.	Resetting/using postage meter	YES	NO I		
No	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	NO I		
b.	Using for school bus stop	YES	NO		
c.	Assisting senior citizens, persons with disabilities, etc.	YES	NO		
	If yes, please explain:	<del>- '</del>			
d.	Using public bulletin board	YES	□ №		
e.	Other	YES	☐ NO		
	Pick up Trading Post				
Do	you pass another Post Office during business hours while traveling to or from wo	ork, or shopp	ing, or for p	ersonal ne	eds?
		YES	NO		
	If yes, please explain:		· · ·		<del></del>



compare	es to your current servi	eral delivery service, complete tr ice?	nis section. How do you think carrier	route delivery service
	Better	Just as Good	No Opinion	☐ Worse
If ye	s, please explain:		All and the second seco	
Forw	hich of the following d	lo vou leave vour community? (C	heck all that apply.) Where do you g	a ta ahtain thasa
servic	the following a tes?	d you leave your community? (C	neck all triat apply.) Where do you g	o to obtain triese
V	Shopping \( \sqrt{\chi} \)	laldron, Men	(R)	
1	Personal needs	Naidron, Men	$\alpha$	
	Banking \	aldron, Men	a.	
	Employment	NIA		
	Social needs	Waldron, Men	W	
Do yo	u currently use local b	pusinesses in the community?		
•	Yes No	•		
If yes,	would you continue to	o use them if the Post Office is d	iscontinued?	
	Yes No			
iling A	ddress			
r	Maria Es	ua Roannes		
ne:	mary Fa	MO NOGETS	_	
ress:	8948 R	ogers Lane,	Boles, AR 70	2926
phone:	479-5	77-2231	,	
	10101			

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## **Postal Service Customer Questionnaire**

	Postal Services		Daily	Weekly	Monthly	Never
	a.	Buying Stamps			K	
	b.	Mailing Letters		X		
	C.	Mailing Parcels				
	d.	Pick up Post Office box mail	X			
	e.	Pick up general delivery mail		囚		<u> </u>
	f.	Buying money orders		. 📋	区	
	g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				M
: <b>X</b> -	h.	Sending Express Mail				K
	i.	Buying stamp-collecting material				口
	Oth	ner Postal Services				
	a.	Entering permit mailings	YES	NO 🔁		
	b.	Resetting/using postage meter	YES	⊠ ио		
	Nor	npostal Services				
	a.	Picking up government forms (such as tax forms)	YES	X NO		
	b.	Using for school bus stop	YES	M NO		
	C.	Assisting senior citizens, persons with disabilities, etc.	X YES	☐ NO		
		If yes, please explain:  Parkin65 poce		· · · · · · · · · · · · · · · · · · ·		· · · · · · · · · · · · · · · · · · ·
	d.	.Using public bulletin board	YES	₩ мо		
	e.	Other	YES	<b>⊠</b> NO		
		If yes, please explain:				
2.	Do	you pass another Post Office during business hours while traveling to or from wo	rk, or shopp	ing, or for p	ersonal ne	eds?
		•	YES	NO 🔀		
		If yes, please explain:			· · ·	·



3.	Post Office	ve carrier delivery, there ce box service or gener s to your current service	al delivery service,	to your delivery serv complete this section	ice — proceed to  i. How do you thin	question 4. If you co k carrier route deliv	urrently receive very service
		Better     Be	√∑ Just as	Good	No Opinio	on [	Worse
	If yes	s, please explain:					
4.	service	nich of the following do yes?	ou leave your com	munity? (Check all the	nat apply.) Where	do you go to obtair	ı these
	X	Shopping	Walmark	<u>,                                     </u>	lomes.		
	X	Personal needs	· mens				
	K	Banking	and the same of th	Bonk L	Jaldon	$\sim$	
		Employment	ho				
	<b>9</b>	Social needs	16				•
5.		u currently use local bus  Yes \ \ \ No  would you continue to to			ed?		
Ма	iling A			,	1 N		
Nam	e:	Charlo	Sether	k	eelmo	V	
Addr	ess:	po j	Bat 60	)	Sals	alk	72926
Tele	phone: 4	479-57	7-22	30			
Date	:	Lin			20111		
		0					



## **Postal Service Customer Questionnaire**

Pos	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps		X		
b.	Mailing Letters		X		
C.	Mailing Parcels				
d.	Pick up Post Office box mail	X			
e.	Pick up general delivery mail	. 🗀			X
f.	Buying money orders				
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				
h.	Sending Express Mail				
i.	Buying stamp-collecting material				X
Oth	er Postal Services				
a.	Entering permit mailings	YES	X NO		
b.	Resetting/using postage meter	YES	⊠ NO		
Nor	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	⊠ NO	•	
b.	Using for school bus stop	YES	NO X		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	☐ NO		
	If yes, please explain:				
d.	Using public bulletin board	YES	☐ NO		
e.	Other	YES	☐ NO		
	If yes, please explain:		_		
Do.	you pass another Post Office during business hours while traveling to or from wo	ork, or shoor	oing, or for	personal ne	eeds?
DO	you pass another rost office during business hours willout attending to or more will	YES			
	If yes, please explain:				



3.	Post Offic	re carrier delivery, the se box service or gen s to your current serv	ere will be no change to your deliver eral delivery service, complete this sice?	y service — p section. How	proceed to question do you think carrier	4. If you currently receive route delivery service
		Better	Just as Good		No Opinion	Worse
	If yes,	please explain:			·	
4.	For wh service	ich of the following d	o you leave your community? (Chec	ck all that app	ly.) Where do you g	o to obtain these
		Shopping				
		Personal needs		***		
	X	Banking	Waldryn, ar.			
		Employment				
		Social needs				
5.	If yes, v	Yes No	ousinesses in the community?  To use them if the Post Office is disco	ontinued?		
Ма	iling Ad	dress				
Nam	e: Le	trude Cl	con Shelton			
<u>Addr</u>	ess: PO	Box H	Bales, ar, 7:	1926	normal attacks.	
Tele	ohone:	479-577	-2423			
Date		•				

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2.



## **Postal Service Customer Questionnaire**

Pos	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			12	
b.	Mailing Letters				
C.	Mailing Parcels			·-	
d.	Pick up Post Office box mail				
e.	Pick up general delivery mail				_ 
f.	Buying money orders				
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			V	
_ h,	Sending Express Mail				V
i.	Buying stamp-collecting material				囡
Oth	er Postal Services				
a.	Entering permit mailings	YES	<b>∑</b> NO		
b.	Resetting/using postage meter	YES	NO		
Nor	npostal Services		_		
a.	Picking up government forms (such as tax forms)	YES	NO I		
b.	Using for school bus stop	YES	NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	NO		
	If yes, please explain:				
d.	Using public bulletin board	YES	∏ №	· · · · · · · · · · · · · · · · · · ·	
e.	Other	YES	☐ NO		
_	fice up Trading Post				
Doy	rol pass another Post Office during business hours while traveling to or from wo	_	oing, or for p	ersonal ne	eds?
		YES	М		
	If yes, please explain:				



3. F	if you have carrier delivery, to Post Office box service or go compares to your current se	there will be no change to your delive eneral delivery service, complete this rvice?	ry service — proceed to question section. How do you think carrier	If you currently receive route delivery service
	Better	Just as Good	No Opinion	Worse
	If yes, please explain:			
4.	For which of the following services?	do you leave your community? (Che	ck all that apply.) Where do you g	o to obtain these
	Shopping	Maldron, Mena	j	
	Personal needs	Waldron, Mena	J	
	Banking V	laldron, Mena	,	
,	Employment	N/A		
	Social needs	Waldron, Mena	<u>J</u>	
5.	Do you currently use loca	I businesses in the community?		
	Yes N			
	_/	e to use them if the Post Office is disc	ontinued?	
	Yes N	)		
Mail	ling Address			
	Maria E	Roannes		
Name	10010	aye Rogers	2 4 4 0	
Addre	ess: 18948 R	Logers Lane, E	Soles, AR 70	2926
Telep	hone: 479-E	577-2231		
Date:	6/3/	2011		
				<del></del>



## **Postal Service Customer Questionnaire**

Ро	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps				
b.	Mailing Letters				
C.	Mailing Parcels				
d.	Pick up Post Office box mail				1
e.	Pick up general delivery mail			<b>1</b>	
f.	Buying money orders				
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				15/
h.	Sending Express Mail				$\Box$
i.	Buying stamp-collecting material				
Oth	ner Postal Services			_	
a.	Entering permit mailings	YES	[] NO		
b.	Resetting/using postage meter	YES	☐\40		
No	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	OM []		
b.	Using for school bus stop	YES	[] NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	NO		
	If yes, please explain:				
d.	Using public bulletin board	YES	<u> </u>	<u>-</u>	
e.	Other	YES	NO		
	If yes, please explain:				
Do	/ou pass another Post Office during business hours while traveling to or from wo	ork, or shopp	oing, or for p	ersonal nee	eds?
		YES	NO 🖂		
	If yes, please explain:	·		. <u> </u>	



3.	If you have carrier delivery, the Post Office box service or gene compares to your current servi-	re will be no change to your deliver eral delivery service, complete this s ce?	y service — proceed to question election. How do you think carrier is	4. If you currently receive route delivery service
	Better	Just as Good	No Opinion	Worse
	If yes, please explain:			
4.		you leave your community? (Chec	k all that apply.) Where do you go	o to obtain these
	services?  Shopping	inche OC	A A A A A A A A A A A A A A A A A A A	Mana
	Personal needs	) ^	1	11
	Banking	٦ ٦		
	Employment			
	Social needs	1 、		7,
5.	Yes No	usinesses in the community?  use them if the Post Office is disco	ntinued?	
Mai	ling Address	,		
Name	e Staller	Ehores		
Addre	ess: 9853 N	The pull	) Boles A	A ragaic
Telep	hone:	\		
Date:	B 6-3-1			



## **Postal Service Customer Questionnaire**

Po	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps				
b.	Mailing Letters				
C.	Mailing Parcels				
d.	Pick up Post Office box mail		B		
e.	Pick up general de rail		M		
f.	Buying money orders		1	'. •	<b>نــ</b> ــ:
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				
h.	Sending Express Mail				
i.	Buying stamp-collecting material				
Oth	ner Postal Services				
a.	Entering permit mailings	YES	NO		
b.	Resetting/using postage meter	YES	IT NO		
No	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	NO		
b.	Using for school bus stop	YES	No		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	NO		
	If yes, please explain:				
d.	Using public bulletin board	YES	Mo	<del></del>	
e.	Other	YES	<b>∑</b> No		
	If yes, please explain:				
Doy	vou pass another Post Office during business hours while traveling to or from wo	rk, or shopp	ing, or for pe	ersonal nee	eds?
		YES	NO		
	If yes, please explain:		<u>-</u>		<del></del>
					<u> </u>



	Better	Just as Good	No Opinion	Worse
	If yes, please explain:			
4.	For which of the following services?	do you leave your community? (Chec	ck all that apply.) Where do you g	o to obtain these
	Shopping	Mena 10a	narme	
	Personal needs	12	7 )	
	Banking	1 1		
	Employment			
	Social needs	1)	( )	
5.	Yes No	to use them if the Post Office is disc	ontinued?	
Maili	ing Address			•
Vame:	Band	1, BOSSER	7	
Addre	ss: (777M)	076,00	Bolest	NR 73936
Teleph	hone:			



#### **Postal Service Customer Questionnaire**

Po	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			<b>X</b>	
b.	Mailing Letters		<b>\( \sqrt{1} \)</b>		
C.	Mailing Parcels				
d.	Pick up Post Office box mail				X
e.	Pick up general delivery mail				X
f.	Buying money orders				
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				X
h.	Sending Express Mail				X
i.	Buying stamp-collecting material			×	
Oth	ner Postal Services				
a.	Entering permit mailings	YES	₩ NO		
b.	Resetting/using postage meter	YES	ĭ <u>X</u> no		
No	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	<b>⋈</b> NO		
b.	Using for school bus stop	YES	X NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	NO 🔀		
	If yes, please explain:				
d.	Using public bulletin board	YES	NO 🔀		
e.	Other .	YES	X NO		
	If yes, please explain:				
Do	you pass another Post Office during business hours while traveling to or from wo	ork, or shopp	ing, or for p	ersonal ne	eds?
		YES	NO		
	If yes, please explain:				<del></del>



3.	If you have carrier delivery, then Post Office box service or gener compares to your current service	e will be no change to your delive al delivery service, complete this e?	y service — proceed to ques section. How do you think car	tion 4. If you currently receive rrier route delivery service
	Better	Just as Good	🔀 No Opinion	Worse
	If yes, please explain:			
4.	For which of the following do services?	you leave your community? (Che	ck all that apply.) Where do yo	ou go to obtain these
	Shopping	In men	a Ask	
	Personal needs	m.ena	Ark	
	Banking	Men		
	Employment	,	•	
	Social needs			
5.	Do you currently use local but \( \frac{1}{\sqrt{1}} \) Yes \( \sqrt{1} \) No \( \frac{1}{\sqrt{2}} \) Yes \( \sqrt{1} \) No	sinesses in the community? use them if the Post Office is disc	ontinued?	
Ma	iling Address			
Nan	ne: JAMES	F. M=Colle	ım	
Add	ress: 7449	4W Y270	BolesAR	72926-8887
Tele	phone: 479-5	77-1015		
Date	June C	6,2011		
	4			

4



## **Postal Service Customer Questionnaire**

	Pos	Postal Services		Weekly	Monthly	Never
	a.	Buying Stamps			X	
	b.	Mailing Letters		<b>Þ</b>		
	C.	Mailing Parcels				X
	d.	Pick up Post Office box mail	X			
	e.	Pick up general delivery mail				×
	f.	Buying money orders			X	
	g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			X	
	h.	Sending Express Mail			<u>.</u>	X
	i.	Buying stamp-collecting material				M
	Oth	ner Postal Services				
	a.	Entering permit mailings	YES	NO 🔀		
	b.	Resetting/using postage meter	YES	⊠ NO		
	Noi	npostal Services				
	a.	Picking up government forms (such as tax forms)	☐ YES	\(\frac{1}{2}\) NO		
	b.	Using for school bus stop	YES	₩ ио		
	c.	Assisting senior citizens, persons with disabilities, etc.	YES	NO I		
		If yes, please explain:				<u> </u>
	d.	Using public bulletin board	YES	☐ NO		
	e.	Other	YES	Ď NO		
		If yes, please explain:				
2.	Doy	you pass another Post Office during business hours while traveling to or from wo	ork, or shopp	oing, or for p	ersonal ne	eds?
			YES	D NO		
		If yes, please explain:	1	<u> </u>		

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3.	Post Offic	ve carrier delivery, ce box service or o s to your current s	general delivery	o change to your o y service, complete	delivery service — e this section. How	proceed to questior do you think carrier	n 4. If you cur r route delive	rently receive ry service
		Better		Just as Good		No Opinion		Worse
	If yes	, please explain:	<del></del>					
					· · · · · · · · · · · · · · · · · · ·			
4.	For wh		g do you leave	your community?	(Check all that app	oly.) Where do you	go to obtain t	hese
		Shopping						
		Personal needs	3					
	X	Banking	valdro	ıη				
		Employment						
		Social needs						
5.	Do νοι	ı currentiv use loc	al businesses i	n the community?				
<b>.</b>	<del>-</del>	Yes 🗍 1		,,				
	If yes,	would you continu	e to use them	if the Post Office is	s discontinued?			
	,	Yes 🗍 1	No					
Mai	ling Ad	drace						
IVIAI	iii ig Ac	uu ess						
Name	e:	Jame	c R.M	organ				
Addre	ess:	P. Q. R	Sox 6	Bales	AR 7:	2926		
Telep	hone:	None		ŧ				
Date:		(el3/11						
		<del></del>	· <del></del>		· · · · · · · · · · · · · · · · · · ·			



### **Postal Service Customer Questionnaire**

Po	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			X	
b.	Mailing Letters			X	
c.	Mailing Parcels				M
d.	Pick up Post Office box mail				M
e.	Pick up general delivery mail				Į.
f.	Buying money orders			<b>X</b>	
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				Ø
h.	Sending Express Mail				X
i.	Buying stamp-collecting material				121-
Ot	her Postal Services				
a.	Entering permit mailings	YES	⊠ ио		
b.	Resetting/using postage meter	YES	<b>⊠</b> NO		
No	npostal Services		,		
a.	Picking up government forms (such as tax forms)	YES	NO 🙀		
b.	Using for school bus stop	YES	NO 🎉		
c.	Assisting senior citizens, persons with disabilities, etc.	YES	NO X		
	If yes, please explain:				
ď.	Using public bulletin board	YES	NO		
e.	Other	YES	М 🔀		
	If yes, please explain:				
Do	you pass another Post Office during business hours while traveling to or from wo	ork, or shopp	ing, or for p	ersonal ne	eds?
		X YES	∏′ NO		
	If yes, please explain:				



3.	If you have carrier deliver Post Office box service o compares to your current	ry, there will be no change to your deliver or general delivery service, complete this t service?	ery service — proceed to question as section. How do you think carrier r	If you currently receive oute delivery service
	Better	Just as Good	No Opinion	Worse
	If yes, please explain	I.		
4.	For which of the follow services?	ving do you leave your community? (Ch	eck all that apply.) Where do you go	o to obtain these
	Shopping	Waldron .	+MeNA,	
	Personal nee	eds		
	Banking			
	Employment			
	Social needs			
5.	☑ Yes ☐	nue to use them if the Post Office is dis	continued?	
Mai Name	ling Address	TIMAN		
Addre	ess: J-058	7 Quail	DR, Boles	AR 7292
Telep	phone:			
Date:	6-7-	//		



### **Postal Service Customer Questionnaire**

Pos	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps				
b.	Mailing Letters		V		
C.	Mailing Parcels			$\square$	
d.	Pick up Post Office box mail				V
e.	Pick up general delivery mail				
f.	Buying money orders				
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			V	
h.	Sending Express Mail				V
i.	Buying stamp-collecting material				IJ/
Oth	er Postal Services				
a.	Entering permit mailings	YES	NO		
b.	Resetting/using postage meter	YES	NO		
Nor	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	NO		
b.	Using for school bus stop	YES	NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	NO		
	If yes, please explain:				
d.	Using public bulletin board	YES	NO NO		<del></del>
e.	Other	YES	NO		
	If yes, please explain:				<u></u>
Do	you pass another Post Office during business hours while traveling to or from wo	ork or shopp	ning or for n	ersonal ne	eds?
50;	, see pass and not 1 out office during business flours will diavoling to di florif we	YES	NO NO	Cisoliai IIC	cus!
	If yes, please explain:		<u></u>		
				****	



	Better	rice?	d  N	o Opinion	Worse
	If yes, please explain:	·			
4. ¦	For which of the following d services?	to you leave your commu	nity? (Check all that apply.)	Where do you go to obtain	these
	Shopping U	Mena			
	Personal needs	mena			
	Banking	Mena			
	Employment				
	Social needs				
	Oo you currently use local by Yes No No f yes, would you continue to Yes No				
Mailin	g Address				
Name:	Janet	Shadd	on		
Address	168 20	) Hwy	715.	Boles, AR	72924
Γelepho	ne: 479-5	577-26	) [		



#### **Postal Service Customer Questionnaire**

	Postal Services			Weekly	Monthly	Never
	a.	Buying Stamps			<b>K</b>	
	b.	Mailing Letters	K			
	C.	Mailing Parcels			X	
	d.	Pick up Post Office box mail			X	
	e.	Pick up general delivery mail				<b>X</b> J
	f.	Buying money orders				区
	g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			X	
	h.	Sending Express Mail			图	
	i.	Buying stamp-collecting material				X
	Oth	er Postal Services				
	a.	Entering permit mailings	YES	NO 🔀		
	b.	Resetting/using postage meter	YES	X NO		
	Noi	npostal Services				
	a.	Picking up government forms (such as tax forms)	XI YES	□ №		
	b.	Using for school bus stop	YES	🖄 ио		
	C.	Assisting senior citizens, persons with disabilities, etc.	YES	Ои 🔯		
		If yes, please explain:		<del> </del>		
	d.	Using public bulletin board	YES	NO X		
	e.	Other	YES	⊠ №		
		If yes, please explain:				
2.	Do	you pass another Post Office during business hours while traveling to or from wo	ork, or shopp	ina, or for r	personal ne	eds?
	50	, sa pass and the first of home daming sacrificate many many in a form the	YES	M NO	o. oonar n	
		If yes, please explain:				



3.	Post Offic	ve carrier delivery, there be box service or genera s to your current service?	l delivery service, co	your delivery ser emplete this section	vice — proceed to question n. How do you think carrier	4. If you currently receive route delivery service
		Better	☐ Just as G	ood	No Opinion	Worse
	If yes	, please explain:	· • · · · · · · · · · · · · · · · · · ·			
4.	For wh	nich of the following do yoes?	ou leave your comm	nunity? (Check all	that apply.) Where do you ç	go to obtain these
	X	Shopping M &	NA			
	X,	Personal needs 1	1			
	X	Banking /	1			
		Employment N	A RET	IRED		
		Social needs				
5.	If yes,	currently use local busing X Yes  Nowwould you continue to us		·	ed?	
Mai	iling Ad	ldress				
Name	e: <i>R</i>	OBERT	TINSL	€ Y		
Addre		20113 HI			UTH	
Telep		479-577				•
Date:	6	-7-201	1			

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### **Postal Service Customer Questionnaire**

	Pos	stal Services	Daily	Weekly	Monthly	Never
	a.	Buying Stamps			II.	
	b.	Mailing Letters				
	C.	Mailing Parcels				
	d.	Pick up Post Office box mail				Image: section of the
	e.	Pick up general delivery mail				II .
	f.	Buying money orders				
	g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				□ Occasione
	h.	Sending Express Mail			OFFO	□ Occasione signally
	i.	Buying stamp-collecting material	, 🗀			IZ O
	Oth	ner Postal Services				
	a.	Entering permit mailings	YES	1/NO		
	b.	Resetting/using postage meter	YES	1 NO		
	No	npostal Services				
	a.	Picking up government forms (such as tax forms)	YES	TY NO		
	b.	Using for school bus stop	YES	NO NO		
	C.	Assisting senior citizens, persons with disabilities, etc.	YES	NO NO		
		If yes, please explain:	<del></del>			
	d.	Using public bulletin board	☐ YES	I NO		
	e.	Other	YES	□ №		
		If yes, please explain:				<del></del>
2.	Do	you pass another Post Office during business hours while traveling to or from wo	ork, or shopp	oing, or for	personal ne	eeds?
			YES	₩ NO		
		If yes, please explain:				

# INITED STATES POSTAL SERVICE.

3.	Post Offic	re carrier delivery, the se box service or ger s to your current serv	ere will be no change to your deliver neral delivery service, complete this s rice?	y service — proceed to question 4 section. How do you think carrier r	If you currently receive oute delivery service
		Better	Just as Good	No Opinion	Worse
	If yes	, please explain:			
4.	For wh	nich of the following ones?	do you leave your community? (Chec	k all that apply.) Where do you go	to obtain these
	V	Shopping			
	V	Personal needs			
		Banking			
		Employment			
-		Social needs			
5.	Do vou	currently use local	businesses in the community?		
	,	Yes No	,		
	If yes, v	would you continue	to use them if the Post Office is disco	entinued?	
		Yes No			
\ <b>4</b> _ :	l: A	lala a a a			
viai	ling Ad				
Name	e: (	Darrell	or Coneta (Coki	e) Burdess	
Addre	ess: C	204227	Hwy 715		
Telep	hone:	479-5	77-2526		
Date:		6-8-11			
		<del></del>			



#### **Postal Service Customer Questionnaire**

ly Never
* 🗆
X
* 🗆
X
X
禄□
米口
X
X



3. Po	ost Office	e carrier delivery e box service or to your current s	general delivery	change to your service, complet	delivery service — te this section. How	proceed to question 4 do you think carrier r	I. If you currently receive oute delivery service
		Better		Just as Good		No Opinion	Worse
	If yes,	please explain:					
			· <u></u>				
4.	For whi		ng do you leave	your community?	(Check all that app	oly.) Where do you go	to obtain these
	X	Shopping /	lena & U	Valdron			
	Xį	Personal need	• )	7			
	X	Banking	11 + 1	1t. Ida			
		Employment	Self 6	mplayed	Cattle Ran	cher	
	X	Social needs		Waldro			
5.	If yes, v	Yes	No	n the community?			
Maili	ng Ad	dress					
Name:	7)0	An Ole	eski'				
Addres	s: 15	407 5.	yer f	I word	Prive, Bo	les, AR 7	2926
Teleph	11	79.577	7.2641	or 25/	g		
Date:	03	fun 2					



# **Postal Service Customer Questionnaire**

Pos	stal Services	Daily	Weekly	Monthly Never
a.	Buying Stamps			
b.	Mailing Letters		1	
C.	Mailing Parcels			
đ.	Pick up Post Office box mail			
e.	Pick up general delivery mail			
f.	Buying money orders			
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			
h.	Sending Express Mail			
i.	Buying stamp-collecting material			
Oth	ner Postal Services	•		
a.	Entering permit mailings	YES	NO	
b.	Resetting/using postage meter	YES	NO	÷
No	npostal Services			
a.	Picking up government forms (such as tax forms)	YES	☐ NO	
b.	Using for school bus stop	YES	NO	•
C.	Assisting senior citizens, persons with disabilities, etc.	YES	NO	
	If yes, please explain:			
đ.	Using public bulletin board	4 YES	☐ NO	
e.	Other	YES	∏ №	
	If yes, please explain:			
Do	you pass another Post Office during business hours while traveling to or from w	ork, or shopp	oing, or for	personal needs?
		YES	MO	•
	If yes, please explain:			



	Better	Just as Good	No Opinion	· Worse
If ye	s, please explain:	,		
			,	
For w		you leave your community? (Chec	k all that apply.) Where do you go	to obtain these
	Shopping			
	Personal needs			
	Banking	,		
	Employment			
	Social needs			
ling A	ddress		1 .	
e: /	Larry.	Thompson	y Carline.	Stoude
ess:	14996	Smikeneuse	J	
	479.	-577-1094	/	
hone:				
	6/14/20	//		
se add a	ny additional comments	on a separate piece of paper and	attach it to this form. Thank you f	or taking the time to
olete this	ny additional comments questionnaire.		•	



### **Postal Service Customer Questionnaire**

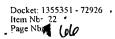
1. Please check the appropriate box to indicate whether you use the BOLES Post Office for each of the following:

Pos	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			Y	
b.	Mailing Letters				[] Owy
C.	Mailing Parcels				□ <i>i1</i>
d.	Pick up Post Office box mail				
e.	Pick up general delivery mail				
f.	Buying money orders				
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				□ <i>,</i> ,
, h,	Sending Express Mail	<u> </u>			
i.	Buying stamp-collecting material				
Oth	er Postal Services			•	
a.	Entering permit mailings	YES	□ №		
b.	Resetting/using postage meter	YES	□ №		
Nor	postal Services				
a.	Picking up government forms (such as tax forms)	YES	☐ NO		
b.	Using for school bus stop	YES	□ №		,
c.	Assisting senior citizens, persons with disabilities, etc.	YES	☐ NO		
	If yes, please explain:				
d.	Using public bulletin board	YES	☐ NO		
e.	Other	YES	□ NO		
	If yes, please explain:				
Do y	you pass another Post Office during business hours while traveling to or from wo	ork, or shopp	ing, or for p	personal ne	eds?
		YES	1 NO		
	If yes, please explain:		****		

1)



3. Po	ST UTIC	e carrier delivery, t e box service or ge to your current se	eneral delivery	change to your deservice, complete	elivery service — this section. Hov	proceed to question to do you think carrier	4. If you currently receive route delivery service
		Better		Just as Good		No Opinion	Worse
	If yes,	please explain:					
	<del></del>						
4.	For wh	ich of the following s?	do you leave	your community? (	Check all that ap	oply.) Where do you g	o to obtain these
	I	Shopping 9	lear h	~ TOW	n. S		
	$ \square $	Personal needs	Nea	2 by 7	owns		
		Banking	) /		7)		
		Employment	- ··· · · - ·				
		Social needs					
	If yes,	currently use loca Yes Nowould you continue Yes Nowo	to use them i	f the Post Office is	discontinued?		
		is all the	Les Ple	âse _			
Mailir	ng Ad	dress					
Name:	B	illy D.	Shool	alow			
Address	3:	19245-	John	t-Ridge	v-Rd.	Boles, a	~ 72926
Telepho	one:	479-57	7-23	344			
Date:	6	-14-11					





### **Postal Service Customer Questionnaire**

Pos	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			$\mathbf{X}$	
b.	Mailing Letters		×		
C.	Mailing Parcels			×	
d.	Pick up Post Office box mail	$ ot\!$			
e.	Pick up general delivery mail				$\boxtimes$
f.	Buying money orders				×
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				X
<b>h.</b> ,	Sending Express Mail	<u>.</u> .			$\boxtimes$
i.	Buying stamp-collecting material				×
Oth	er Postal Services				•
a.	Entering permit mailings	YES	™ NO		
b.	Resetting/using postage meter	YES	Мио		
Nor	npostal Services		•		
a.	Picking up government forms (such as tax forms)	YES	NO		
b.	Using for school bus stop	YES	⊠ NO		
c.	Assisting senior citizens, persons with disabilities, etc.	YES	M NO		
	If yes, please explain:				
d.	Using public bulletin board	YES	☐ NO.		
e.	Other	YES	☐ NO		
	If yes, please explain:				
Do y	ou pass another Post Office during business hours while traveling to or from wo	rk, or shopp	oing, or for p	ersonal ne	eds?
		YES			
	If yes, please explain:		·	·	



3.	Post Offic	re carrier delivery, se box service or g s to your current se	eneral delivery	change to your del service, complete the	ivery service — p nis section. How c	roceed to question do you think carrier	4. If you curr route deliver	rently receive ry service
		Better		Just as Good		No Opinion		Worse
	If yes,	please explain:						
						· · · · · · · · · · · · · · · · · · ·		
4.	For wh service	ich of the followings?	g do you leave	your community? (C	theck all that appl	y.) Where do you g	o to obtain tl	hese
	M.	Shopping		Waldran	+ Mena	$\mathbf{c}$		
	$\mathbf{X}$	Personal needs		Waldlan	1			
	X	Banking		Waldron	•			
_		Employment						
		Social needs					, a than	·
5.	If yes, v	currently use loca Yes \( \) Nould you continue Yes \( \) Yes \( \) N	o e to use them i	n the community? f the Post Office is d	iscontinued?			
Mai	ling Ad	dress		,				
Name	e: 1	Tray +	Gay/e	Hou	5 C			
Addre	ess:	1283	34 1	Yevy 71	S			
Telep	hone:	429 -	577 -	2387				
Date:		June	8 6	20//				
			,					

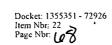


### **Postal Service Customer Questionnaire**

Ро	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps .			X	
b.	Mailing Letters	Ø			
C.	Mailing Parcels	[]			
d.	Pick up Post Office box mail				
e.	Pick up general delivery mail			Æ	
f.	Buying money orders				Z
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			×	
h.	Sending Express Mail		. 🗀		M
í.	Buying stamp-collecting material			A	
Oth	er Postal Services				
a.	Entering permit mailings	YES	ON 🔼		
b.	Resetting/using postage meter	YES	MO		
No	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	☑ NO		
b.	Using for school bus stop	YES	☑ NO		
c.	Assisting senior citizens, persons with disabilities, etc.	YES	☑ NO		
	If yes, please explain:				
d.	Using public bulletin board	X YES	∏ NO		
e.	Other	YES	☐ NO		
	If yes, please explain: NEIL HREAL HOOD FORMS POINT				
Doy	you pass another Post Office during business hours while traveling to or from wo	rk, or shopp	ing, or for p	ersonal nee	eds?
		YES	NO 🔀		
	If yes, please explain:			<del>-</del>	



	Better	Just as Good	No Opinion	Worse
If ye	s, please explain:			
		o you leave your community? (Chec	ck all that apply.) Where do you g	o to obtain these
servio	Shopping	VARIES- BO	ETNLIN & K	vare.
5	Personal needs	CommonI	7. VERY 677	rit Local
j <del>a</del> l	Banking	BUSINESS T	2185 TO LOOPE	er Common
	Employment	15 DONE O.	í	
<b>IZ</b>	Social needs			<del></del>
-	Yes No	ousinesses in the community?  o use them if the Post Office is disco	ontinued?	
iling A	ddress			,
e:	9 J	m E Stauffer 8701 Barney Ln oles AR 72926-8898		
iling A  ee:  ess:	J 1.	8701 Barnev I n		





### **Postal Service Customer Questionnaire**

Ро	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps				
b.	Mailing Letters				区
C.	Mailing Parcels				$\square$
d.	Pick up Post Office box mail				
e.	Pick up general delivery mail				B'
f.	Buying money orders			- 🔲	
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				
h.	Sending Express Mail				
i.	Buying stamp-collecting material				
Oth	ner Postal Services				
a.	Entering permit mailings	YES			
b.	Resetting/using postage meter	YES	DING		
No	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	NO		
b.	Using for school bus stop	YES	NO NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	[] NO		
	If yes, please explain:				<del></del>
				<u> </u>	<del></del>
d.	Using public bulletin board	YES	MO		
e.	Other	YES	☐ NO		
	If yes, please explain:				<del></del>
Do	you pass another Post Office during business hours while traveling to or from wo	ork, or shopp	ing, or for p	ersonal ne	eds?
		ES	∏ NO		
	If yes, please explain: Mena   Maldron				



3.	If you have carrier delivery, there will be no chang Post Office box service or general delivery servic compares to your current service?	ge to your delivery service — pe, complete this section. How	proceed to qu do you think	lestion 4. If you curren carrier route delivery s	tly receive service
	Better Just a	s Good	No Opinion	W	/orse
	If yes, please explain:				
		,			
4.	For which of the following do you leave your conservices?	ommunity? (Check all that app	oly.) Where do	o you go to obtain thes	se
	Shopping Mema	ar			
	Personal needs WWG	tron Ar,	Men	a Ar	
	Banking Muna	dr + Wi	udr	m, ar	<u> </u>
	Employment WWW	bron, AR	<u> </u>	)	
	Social needs	,			
5.	Do you currently use local businesses in the configuration of the Polynomial of the	tion			
Mai	ling Address				
Name	E Lana Che	snut			
Addre	ess: 1908(	1 twy 71 S	outh	Boles, Ar	72924
Telep	phone:	479- 577	-235	5 7	
Date:		L	, -12	- 1 1	

ITEM NO. I Don't ever use this post office. pleause the few times I have tried to, doer was locked + no body there. Also, the location is dangerous, as you have to pull back out onto the highway under a heil and eenable to see on comercy traffic. I do however flee the Beles Post office is peneficial for the elderly that do not commute back & york to work everyday as my husband & I do -Janks!

DOCKET NO.



### **Postal Service Customer Questionnaire**

	Ро	estal Services	Daily	Weekly	Monthly	Never
	a.	Buying Stamps			$\boxtimes$	
	b.	Mailing Letters			风	
	C.	Mailing Parcels			X	
	d.	Pick up Post Office box mail				
	e.	Pick up general delivery mail			X	
	f.	Buying money orders			$\bowtie$	
	g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			X	
	h.	Sending Express Mail			[]	
	i.	Buying stamp-collecting material				X
	Oth	ner Postal Services				~
	a.	Entering permit mailings	YES	NO X		
	b.	Resetting/using postage meter	YES	NO		
	No	npostal Services				
	a.	Picking up government forms (such as tax forms)	YES	∡́ NO		
	b.	Using for school bus stop	YES	MO		
	C.	Assisting senior citizens, persons with disabilities, etc.	YES	<b>∑</b> KNO		
		If yes, please explain:	<del></del>			
	d.	Using public bulletin board	YES	<u>X</u> NO	<del></del>	
	e.	Other	☐ YES	∏ NO		
		If yes, please explain:	<i></i>			·
2.	Do y	you pass another Post Office during business hours while traveling to or from wo	rk, or shopp	ing, or for p	ersonal nee	eds?
			YES	<b>⋈</b> NO		
		If yes, please explain:	· <del></del>			
						<del></del>



	Better	Just as Good	No Opinion	Worse
<u>If ye</u>	es, please explain:			
For	which of the following dices?	o you leave your community? (Che	ck all that apply.) Where do you go	to obtain these
∑,	Shopping			
X	Personal needs			
区	Banking			
	Employment			
	Social needs			
-:I: A	Yes No	o use them if the Post Office is disc	manded :	
ailing A	Yes ☐ No	,	manded :	
	Address		manded :	·
me: 🗚	Address			·
me: A	NTHONY 18546	VENABLE KULPRD		
me: A	Address  NTHONY 18546  479 5			
me: A	NTHONY 18546			
me: A dress: ephone: e: ase add a applete this	Address  NTHONY  18546  4795  WE 4  ny additional comments questionnaire.	VeNABLE KULPRD 77-2623 2011 s on a separate piece of paper and	attach it to this form. Thank you fo	-
me: A dress: ephone: e: ase add a applete this	Address  NTHONY  18546  4795  WE 4  ny additional comments questionnaire.	VeNABLE KULPRD 77-2623 2011 s on a separate piece of paper and	attach it to this form. Thank you fo	-
dress: ephone: e:  ase add a	Address  NTHONY  18546  4795  WE 4  ny additional comments questionnaire.	VexABLE KULPRD 77-2623 2011	attach it to this form. Thank you fo	-



### **Postal Service Customer Questionnaire**

Po	estal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			X	
b.	Mailing Letters			区	
C.	Mailing Parcels				
d.	Pick up Post Office box mail				
e.	Pick up general delivery mail				
f.	Buying money orders				
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				
h.	Sending Express Mail				
i.	Buying stamp-collecting material			П	П
Oti	ner Postal Services	· <del></del>	·	•—	,
a.	Entering permit mailings	YES	ONK		
b.	Resetting/using postage meter	YES	[∄ NO		
No	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	∑ NO		
b.	Using for school bus stop	YES	ОИ 🏹		
c.	Assisting senior citizens, persons with disabilities, etc.	☐ YES	⊠ NO		
	If yes, please explain:				
d.	Using public bulletin board	YES	[≱ №		
e.	Other	YES	☑ NO		
	If yes, please explain:				
Doy	you pass another Post Office during business hours while traveling to or from wo	rk, or shopp	ing, or for pe	ersonal nee	ds?
			M NO		_ <b>_</b> .
	If yes, please explain:				



		Better	Just as Good	No Opinion	Worse
	If yes, pl	ease explain:			
	<del></del>				
4.	For which services?	of the following o	do you leave your community? (	Check all that apply.) Where do you	go to obtain these
	X :	Shopping			
		Personal needs			
	X E	Banking			
		Employment			
		Social needs			
		`			
		•			
Mai	ling Addr	ess		2	
Name	: W) W	ian a	Virginia X	umlien	
Addre	ee	0122	HWY. 71.Cm	.Th	
ridare	.33.	70 /-	77-2488	2 ( ) (	
Telep	hone: 4	79-3	11-2900		
Date:	6-3	5-11	· · · · · · · · · · · · · · · · · · ·		·
				and attach it to this form. Thank you	
			· ~ // //	$\mathcal{C} = \mathcal{C} \mathcal{C} \mathcal{C} \mathcal{C} \mathcal{C} \mathcal{C} \mathcal{C} \mathcal{C}$	so endly mu
مولم	ef Th	e Post	- office in Bot	es Closes who our address C	)



### **Postal Service Customer Questionnaire**

Pos	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			N.	
b.	Mailing Letters				
C.	Mailing Parcels			Q	
d.	Pick up Post Office box mail	Ø			
e.	Pick up general delivery mail			图	
f.	Buying money orders				图
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				□ Occasional □ Sometime
h.	Sending Express Mail				<u>P</u>
i.	Buying stamp-collecting material				□ Sometimes
Oth	er Postal Services				
a.	Entering permit mailings	YES	⊠ NO		
b.	Resetting/using postage meter	YES	<b>I</b> MO		
Nor	postal Services				
a.	Picking up government forms (such as tax forms)	XES	☐ NO		
b.	Using for school bus stop	X YES	☐ NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	☑ NO		
	If yes, please explain:				<u> </u>
d.	Using public bulletin board	☐ YES	<b>▼</b> NO		
e.	Other	YES	<b>∡</b> NO		
	If yes, please explain:				
Do۱	rou pass another Post Office during business hours while traveling to or from we	ork, or shopp	oing, or for r	personal ne	eeds?
•		YES	M NO		
	If yes, please explain:				



3.	Post Office	ve carrier delivery, the ce box service or gen s to your current serv	ere will be no change to your deliver eral delivery service, complete this s ce?	service — proceed to question 4 ection. How do you think carrier ro	. If you currently receive oute delivery service
		Better	Just as Good	No Opinion	<u></u> Worse
4.	Pen	o, please explain:  The following des?	box service is a large. Route mail	Juns late as	
	X	Shopping			
	X	Personal needs			
	×	Banking			
		Employment			
	X	Social needs			
5.		Yes No	usinesses in the community?  o use them if the Post Office is disco	ntinued?	
Ма	iling Ac	ddress		/	
<u>Nam</u>	ne: Ru ress:	hard +Le	nda Weathely 28 - Bol	Criptal + Jes Ar 729	yler Mays
Tele	phone: Ų	79-57	7-2638		
Date	: 6-	3-11			



### **Postal Service Customer Questionnaire**

	Pos	stal Services	Daily	Weekly	Monthly	Never
	a.	Buying Stamps			X	
	b.	Mailing Letters		攵		
	C.	Mailing Parcels			X	
	d.	Pick up Post Office box mail		X		
	e.	Pick up general delivery mail				
	f.	Buying money orders		<u> </u>	区	
	g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			X	
	h.	Sending Express Mail	Ģ		Y	
	i.	Buying stamp-collecting material			·	X
	Oth	ner Postal Services				
	a.	Entering permit mailings	YES	V NO		
	b.	Resetting/using postage meter	YES	X NO		
	Nor	npostal Services				
	a.	Picking up government forms (such as tax forms)	YES	☐ NO		
	b.	Using for school bus stop	YES	☐ NO		
	c.	Assisting senior citizens, persons with disabilities, etc.	YES	☐ NO		
		If yes, please explain:				
	ď.	Using public bulletin board	YES	☐ NO		
	e.	Other	YES	☐ NO		
		If yes, please explain:				
2.	Doy	you pass another Post Office during business hours while traveling to or from wo	ork, or shopp	oing, or for p	ersonal ne	eds?
			YES	1 NO		
		If yes, please explain:				



3.	Post Office	ve carrier delivery, to ce box service or ge s to your current ser	neral d	ll be no char elivery servi	nge to you ce, comple	r delivery servi ete this section	ce — p . How c	roceed to q do you think	uestion 4. l carrier rou	If you currently ite delivery se	/ receive rvice
		Better	_	Just	as Good			No Opinior	n	✓ Wo	rse
	If yes	, please explain:	Ŧ	FEEL	THE	SECUL	TY	05	The	mniL	Might
	<u> 6                                   </u>	please explain:	ED NO	N A DI	74	BASIS	' p	ONE	FO	Chack	THE
4.		nich of the following									
		Shopping		NA							
		Personal needs		NA		·					
		Banking		MA		By MAil					
		Employment		n/A		, 					·
		Social needs	-	N/A							
5.		u currently use local  Yes No  would you continue	)				ed?				
		Yes No	)								
Ma	ailing Ad		1 / F	- D							
Nar	ne:	Doves 1	/, /,	<i>y</i> .							
Add	lress:	P.O. B.	× C	6							
Tel	ephone:	479-	201	7-05	00				•	-	
Dat	e.	Bales	A		7292	6	_	6-7	- 20	1/	

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2.



#### **Postal Service Customer Questionnaire**

Po	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			Y	
b.	Mailing Letters				
C.	Mailing Parcels				
d.	Pick up Post Office box mail	1			
e.	Pick up general delivery mail				
f.	Buying money orders				Ė
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				
h.	Sending Express Mail			1/	
i.	Buying stamp-collecting material				11/2
Otl	ner Postal Services				
a.	Entering permit mailings	YES	NO		
b.	Resetting/using postage meter	YES	NO		
No	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	II NO		
b.	Using for school bus stop	YES	NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	<b>∑</b> NO	,	
	If yes, please explain:				
				<u>-</u> ,	
d.	Using public bulletin board	YES	□ NO		
e.	Other	YES	NO NO		
	If yes, please explain:				
Do	you pass another Post Office during business hours while traveling to or from we	ork, or shopp	ing, or for n	ersonal ne	eds?
	<u> </u>	YES	NO NO		
	If yes, please explain:				· · ·

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3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?						
Better Just as Good No Opinion Worse						
If yes, please explain: MAIL BOX 15 WEATED AT THE HILLIMAY DUT OF VIEW.  MAIL CAN BE KASIGN STOKEN. SO WE RENT PO BOX  FOR SOC, SED, PENSION, AND OTHER FINACIAL ITEMS.						
For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?						
Shopping MENA						
Personal needs WALDRON, EVERY FEW MONTHS						
Banking HOT 5PRINGS						
Employment RETIRED						
Social needs Hor SPRINGS						
5. Do you currently use local businesses in the community?  Yes No  If yes, would you continue to use them if the Post Office is discontinued?  Yes No						
Mailing Address						
Name: Royce Ross						
Address: 21477 HIGHAINE RD						
Telephone: 785-640-2703						
Date: 6-7-2011						



## **Postal Service Customer Questionnaire**

Po	stal Services	Daily	Weekly	Monthly	Never	
a.	Buying Stamps			X		
b.	Mailing Letters		X			
C.	Mailing Parcels			$\boxtimes$		
d.	Pick up Post Office box mail				X	
e.	Pick up general delivery mail				X	
f.	Buying money orders			<b>\</b>		
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			X		
h.	Sending Express Mail			X		
i.	Buying stamp-collecting material			X		
Oth	er Postal Services					
a.	Entering permit mailings	YES	У ио			
b.	Resetting/using postage meter	YES	NO 🔀			
Nor	npostal Services					
a.	Picking up government forms (such as tax forms)	X YES	□ №			
b.	Using for school bus stop	YES	NO 🔀			
C.	Assisting senior citizens, persons with disabilities, etc.	X YES	☐ NO			
	If yes, please explain:  I am 86 urs old a can't drive to	na d	ictor	N.002		
d.	Using public bulletin board	X YES	∏ NO	<u> </u>		
e.	Other	YES	☐ NO			
	If yes, please explain:					
Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?						
		YES				
	If yes, please explain:	<del></del>	<del></del>			
					_	

# INITED STATES POSTAL SERVICE.

<ol><li>Post C</li></ol>	Office box service or general services to your current services.	re will be no change to your delive eral delivery service, complete this ce?	section. How do you think carrier	route delivery service
	Better	Just as Good	No Opinion	Worse
<u>If y</u>	es, please explain:			
_				
4. For serv	which of the following dovices?	you leave your community? (Che	ck all that apply.) Where do you g	o to obtain these
İΧ	Shopping Wo	aldron		
X	Personal needs			
$\boxtimes$	Banking	1 1-1-00-10		
	Employment			
	Social needs			
5. Do '	vou currently use local b	usinesses in the community?		
0. 00	Yes No	asinesses in the community:		
lf y∈	es, would you continue to	use them if the Post Office is disc	ontinued?	
	X Yes No			
Mailing A	Address			
Name:	A.M. C	Seed		
\ddress:	3500	Northern C	reels Rd Bol	es AR 73936
Telephone:	1179-R	77-3355		
Date:	(0-7-1	1		

Docket: 1355351 - 72926 Item Nbr: 22 Page Nbr: **75** 

2.



## **Postal Service Customer Questionnaire**

Pos	tal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			X	
b.	Mailing Letters		X		
C.	Mailing Parcels			X	
d.	Pick up Post Office box mail				
e.	Pick up general delivery mail				X
f.	Buying money orders			X	
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation			M	
h.	Sending Express Mail			M	
i.	Buying stamp-collecting material			<u>Й</u>	
Oth	er Postal Services				
a.	Entering permit mailings	YES	M NO		
b.	Resetting/using postage meter	YES	☑ NO		
No	npostal Services				
a.	Picking up government forms (such as tax forms)	☑ YES	☐ NO		
b.	Using for school bus stop	YES	NO		
C.	Assisting senior citizens, persons with disabilities, etc.	X YES	☐ NO		
	If yes, please explain:	Pick o	p maic	FUL N	6.9/8013
d.	Using public bulletin board	YES	☐ NO	<del> </del>	
e.	Other	YES	□ №		
	If yes, please explain:				<del></del>
Do	you pass another Post Office during business hours while traveling to or from w	ork, or shop	oing, or for	personal n	eeds?
		X YES	☐ NO		
	If yes, please explain:				



3.	Post Office	re carrier delivery, se box service or g s to your current se	eneral delivery se						
		Better	☐ Ju	st as Good		No Opi	nion	Ţ	<b>Y</b> Worse
	If yes	, please explain:	MAIL is	LESS	SECULE	when	NO	ONE	is
	<u>h</u>	OME TO	get mail	AFT61	it is	DE L'UEI	6 J		
4.	For wh	ich of the followinges?	ງ do you leave you	ur community	? (Check all th	nat apply.) Whe	re do you	go to obta	in these
		Shopping	WALATO	אן או	IENA				
	V	Personal needs			MENA				
	4	Banking	WA	LDICK					
		Employment	w	ALDION					
		Social needs	i.	IALAFEN	MEN.	A	*		,
5.	·	Yes N  Would you continue  Yes N	o e to use them if th	·		ed?			
Ma	ailing Ac	ldress							
Nan	ne:	TONY K	é t O						
Add	ress:	2606	NOITHE	N (	CIEEK	ROAD		·	
Tele	ephone:		577- 8						
Date	a·	<i>(-7-</i>	2011						

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

2.



## **Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the BOLES Post Office for each of the following:

Ро	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			X	
b.	Mailing Letters	M			
C.	Mailing Parcels  When released  Pick up Post Office box mail				
đ.	Pick up Post Office box mail				X
e.	Pick up general delivery mail				
f.	Buying money orders			$\Box$	X
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	whe	KIN	eede	
h.	Sending Express Mail				X
i.	Buying stamp-collecting material				X
Oth	ner Postal Services				
a.	Entering permit mailings	YES	NO 🔀		
b.	Resetting/using postage meter	YES	M NO		
No	npostal Services				
a.	Picking up government forms (such as tax forms)	YES	X NO		
b.	Using for school bus stop	YES	M NO		
C.	Assisting senior citizens, persons with disabilities, etc.	YES	NO 🔀		
	If yes, please explain:		<del></del>	· ·	
d.	Using public bulletin board	YES	<b>⋈</b> NO		
e.	Other	YES	<b>∑</b> NO		
	If yes, please explain:			· · · · · · · · · · · · · · · · · · ·	
Doy	you pass another Post Office during business hours while traveling to or from wo	ork, or shopp	ing, or for p	ersonal nee	eds?
		YES	MO 🔀		
	If yes, please explain:		<i>,</i>		
		· · · · · · · · · · · · · · · · · · ·			



	Better	Just as Good	No Opinion	☐ Worse
<u>If y</u>	es, please explain:			
For	which of the following d	o you leave your community? (Chec	k all that apply.) Where do you go	o to obtain these
ser	vices? Shopping	wardon, Mo	ena, Fart Smi	44
X	Personal needs	heakdron-		
Ķ	Banking	bla lanen		
	Employment			
	Social needs	-		
ling A	Yes ☐ No	o use them if the Post Office is disco	ntinued?	
	Yes No	So use them if the Post Office is disco	ntinued?	
e: <b>(</b>	Yes No	Suse them if the Post Office is disco	ntinued?	
ess:	Yes No	2man Jy 270 7-3306	ntinued?	
ne:  Iress:	Yes No	eman Jy 270	ntinued?	
ne:  (ress: ephone:	12 Yes   No Address  150 H  179 579  -6-11	eman Jy 270 7-3306		or taking the time to
ne:  dress:  ephone:  ase add applete this	Yes No  Address  John Hi  John Hi  Address  John Hi  Address  John Hi  Address  John Hi  Address  Address  Address  John Hi  Address  Addr	eman Jy 270 7-3306 s on a separate piece of paper and a	attach it to this form. Thank you fo	,
ephone:	Yes No  Address  John Her  JSO Her  479 579  -6-11  Any additional comments questionnaire.	2man Jy 277 7-3306 s on a separate piece of paper and a	attach it to this form. Thank you fo	office
ress: ephone: ase add applete this	Yes No  Address  John Her  JSO Her  479 579  -6-11  Any additional comments questionnaire.	2man Jy 277 7-3306 s on a separate piece of paper and a	attach it to this form. Thank you fo	office
ephone:	Yes No  Address  John Her  JSO Her  479 579  -6-11  Any additional comments questionnaire.	eman Jy 270 7-3306 s on a separate piece of paper and a	attach it to this form. Thank you fo	office

2.



## **Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the BOLES Post Office for each of the following:

Po	stal Services	Daily	Weekly	Monthly Never		
a.	Buying Stamps					
b.	Mailing Letters					
C.	Mailing Parcels					
d.	Pick up Post Office box mail					
e.	Pick up general delivery mail					
f.	Buying money orders					
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation					
h.	Sending Express Mail					
i.	Buying stamp-collecting material					
Otl	ner Postal Services					
a.	Entering permit mailings	YES	NO			
b.	Resetting/using postage meter	YES	NO A			
No	npostal Services					
a.	Picking up government forms (such as tax forms)	YES	NO			
b.	Using for school bus stop	YES	NO			
c.	Assisting senior citizens, persons with disabilities, etc.	YES	NO NO			
	If yes, please explain:					
d.	Using public bulletin board	☐ YES	NO	· · · · · · · ·		
e.	Other	YES	NO			
	If yes, please explain:					
Do	you pass another Post Office during business hours while traveling to or from w	ork, or shopp	ing, or for p	personal needs?		
		YES	☐ NO			
	If yes, please explain:					
	I trovel from Boles to Mt. Ida M-F so while working in Mt. Ida					
	I tend to use the post office there figure	Hy.		-		



J.	Post One	ve carrier deliver ce box service or s to your current	general delive	no change to your deli ery service, complete th	ivery service — proceed to questinis section. How do you think carr	on 4. If you currently receive ier route delivery service
		Better		Just as Good	No Opinion	Worse
	If yes	, please explain:	Carrier	5 have left i	important letters in	the wrong boxes bef
4.		nich of the follow		ve your community? (C	heck all that apply.) Where do you	u go to obtain these
	I	Shopping				
		Personal nee	ds			
	1	Banking		,		
		Employment				
		Social needs				
5.		Yes _	No nue to use ther	s in the community? n if the Post Office is d	iscontinued?	
Mai	ling Ad	dress				
Nam	e Ra	nald or	Annett	a Cox		
Addr	ess: 🏹	o. Box	4le	Boles, AF	2 72926	
Telep	hone:	479-90	13-470	01		
Date:	4	2-8-20	11			

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

## Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the BOLES Post Office on 06/02/2011. Additionally, during the survey period, questionnaires were available at the BOLES Post Office to walk-in retail customers.

## 1. Number of Questionnaires

Total Questionnaires distributed	285
Favorable to proposal	21
Unfavorable to proposal	37
Expressing no opinion	18
Total questionnaires received	76

#### Postal Concerns

The following postal concerns were expressed

Concern (UnFavorable):

Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail.

Response

Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

Concern (UnFavorable):

Customers suggested cutting management postitions from the top down instead of taking services away from customers.

Response

The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

Concern (UnFavorable):

Customers were concerned about a possible address change.

Response:

There will be no change in customer addresses.

Concern (UnFavorable):

Customers were concerned about having to travel to another Post Office for service.

Response:

4.

5

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

Concern (UnFavorable):

Customers were concerned about later delivery of mail.

Response

Mail delivery times will remain the same.

Concern (UnFavorable): 6.

Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

7. Concern (UnFavorable):

Customers were concerned about senior citizens.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

#### Nonpostal Concerns

1.

The following nonpostal concerns were expressed

Concern (UnFavorable):

Customers expressed concern for loss of community identity.

Response

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

CONCERN (UIII AVUIANIE). 2.

Customers felt the loss of a Post Office would have a detrimental effect on the business community.

response:
Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

## Community Meeting Roster

Postal Service Respresentive ( Jackie Stubitsch Discontinuand Tanya Boyles Mgr. Delivery &	ce Coo:d	-	Date 06/14/2011 Time 5 30 PM
		- -	
Total Number of Customers Pro	esent	Place Boles Co	mmunity Center
This document will be placed public inspection.	in an administrative record that	, if discontinuance goes fo	rward, becomes available for
Names of Customers Present	:		
Name	Mailing Address (optional)	Zip Code	Phone Number
Lanet Viverce	PC BON 22	72926	577-2602
Lec ec hose	PCBOX5	72926	640.3304
Louce Kese	PO BOX 5	72926	785-2703
Mack Rose	4199 Rose Lawn Dr	72926	577-2410
Landia Porco	4199 Rose Launa	7292 <u></u>	
· 27.3	20422 Hwy 715		-
Coneta Burgess	u'	"/	1
Cen Ceim	14098 HW 670	ι (	4792071707
TOCI TEXTU	2149 HW4 370	'	479-5-77-2502
Line Jan Roses	P.O. BEX 130	71	1.79.577-7647
	·		

# Community Meeting Roster

Postal Service Respresentive (Na Jackie Stubitsch Discontinuance	ames and Titles) Coord		Date 06/14/2011 Time 5 30 PM
Tanya Boyles, Mgr Delivery & C	perations (A)		
Total Number of Customers Pres	ent	Place Boles Comm	nunity Center
This document will be placed in public inspection.	n an administrative record that,	if discontinuance goes forw	ard, becomes available for
Names of Customers Present:			
Name	Mailing Address (optional)	Zıp Code	Phone Number
Dru Clause	12×34 Huy7's	72926	577 - 2387
Gardes House	12834 Hwy 115	72426	577 - 2387
Wina Crump	286 Unea Bushalo	01 72958	577-2629
ames Dammer	12946 Hwy71 5.	72926	207-1129
Burdra Stanffer	15701 Par nex La	72776	577-2304
I'M STAUFFERL	18701 BARNEY LA	12426	577.2304
Bill Should no	19245 walnut Red	P.	
Jane Snaddon (	Bols (in 72926.	72926	479-577-2344
Pat Buggo	11711 Bicas lave	72926	479-577-2609
Gar Eiges	11711 Bess Here	0,2926	479 571-2609
B:114 Biggs	11711 Biggs IANE	72926	779-883-8070
Euros Jes 12	Hw/2877750	12950	479-227-0652
Kevin Lee	4253, antory	72746	129 127 11 8
Jerry Fix	425 Palue	23126	429 -577-1051
×			

## Community Meeting Roster

Jackie Studitsch Discontinuari Tanya Boyles Mgi Delivery 3	Operations (A)	~	Date <u>06/14/20</u> Time <u>5 30 F</u>
Total Number of Customers Pro	/Set 1	Fface: Bules Com	nmunity Center
This document will be placed public inspection.	in an administrative record that		
Names of Customers Present			
Name	Mailing Address (uptional)	Źip Code	Phone Number
on thyupp in ANSLET	PC BOX 12 BOLES AK	72926	479 577-109,
<u> </u>	france was	Company of the Compan	5.0
armai feed	20278 107 71 5	JEME LIST	4745773345
APBAKA WAILTAN	UNG BOLLS	22426	4 7 577.234
F MAL and	1112 FTIS BOLES	22926	479 577-1880
motauti/organ 3.16	130011 130/05	112936	479 557 2480
organization	13710 80615	,	
·			

#### Proposal Checklist

## Section I **Responsiveness to Community Postal Needs** Tell what we are doing and why. Is reason for discontinuance justified and documented in the record? If suspended, what type of alternate service customers are now receiving? Reason for vacancy and information on postmaster/OIC Number of customers and type of service they received and will receive. Hours of service, daily window transaction average, number of permit mailers, and postage meter Last three fiscal years of revenue and revenue units. Decline in service workload/reduction in EAS level, if appropriate. Nearest Post Office, office level, miles away, hours of service, number of Post Office boxes available Administrative/emanating office — office level, miles away, hours of service, number of Post Office boxes available. If the nearby/administrative Post Office has a different Post Office box fee schedule, this is stated in the proposal. Preproposal activities — questionnaires: number of favorable, unfavorable and no opinion responses must equal the total number of questionnaires returned. List customer concerns and Postal Service responses. Community meeting. Number of customers who attended, customer concerns, and Postal Service responses. Information on petitions and congressional inquiries included with Postal Service responses. Revised proposal states dates and locations the proposal was posted for 60 days. Number of comments received, customer concerns and Postal Service responses. Advantages and disadvantages of proposed alternate service. Any other pertinent information concerning Postal Service needs. Section II **Effect on the Community** Brief background of area, community government, population, etc. Number of businesses, religious institutions, schools, local government offices, social organizations, etc. Was Post Office used as meeting place? Was Post Office a shelter for a bus stop? Did the Post Office have a public bulletin board? Were government forms available at the Post Office? Did the Post Office provide assistance to senior citizens, persons with disabilities, etc.? What is the historical value of the office? Is an address change necessary? Will the community identity be preserved? What are the growth trends (flat, up, down)? Were any other nonpostal items identified? Section III **Effect on Employees** Paragraph explaining about postmaster vacancy/OIC/other career and noncareer employees of the office. If a postmaster or other employees are reassigned this must be explained and tell

whether the reassignments are voluntary.

Section IV	Economic Savings	
	A statement of annual covings includes a breakdown as follows:	
	A statement of annual savings includes a breakdown as follows:	\$ 33168
	Postmaster salary (EAS, Minimum, no COLA)	\$ 1(1(1
	Fringe benefits 33.5%	
	Rental costs, excluding utilities	\$ 4200 \$ (0.428
	Total annual costs	* (X4.1)
	Less estimated cost of replacement service	<del>\$</del> 48479
A No	Total annual savings	* 4/411
A one-time expense of \$	will be/was incurred for installation of CBUs and parcel lockers.  Is postmaster salary based on the minimum salary without COLA?	
	Does postmaster salary reflect the current office evaluation?	
	Does positifiaster salary reflect the current office evaluation?	
Section V	Other Factors	
	The Postal Service has identified no other factors for consideration (if appropr	ate).
	List other factors as appropriate.	
	Other factors when replacement service is a CPO.	
	·	
Section VI	Summary	
	The proposal must include a brief summary that explains why the closing or connecessary and an assessment of how those factors supporting the need for changative factors. In taking competing considerations into account, the need to degree of effective and regular service must be paramount.	nange outweigh any
Section VII	Notices	
	Appropriate notice is made that this is a proposal and not a final determination determination is made to discontinue the office, information on the appeal product that time.	
Checklist Completed By:	8-19-11	
Investigative Coordinator	Date	
Reviewed and Certified By	X-14-1	
Xichum 2	<u>~</u>	
District PD Review Coordinator	Date	



06/20/2011

SENIOR VICE PRESIDENT **GOVERNMENT RELATIONS AND PUBLIC POLICY** 475 L'ENFANT PLAZA SW RM 10804 **WASHINGTON DC 20260-3500** 

SUBJECT: Posting of the Proposal to Close the BOLES Post Office

Docket No. 1355351

This is to advise you that on 06/22/2011, I will post for public comment a proposal to close the BOLES Post Office in SCOTT, Congressional District No. AR04.

If you have any questions, please call JACKIE STUBITSCH District Review Coordinator at (501) 228-4171.

DAVID CAMP **District Manager** 

ARKANSAS PFC District

cc: Manager, Customer Service Operations

Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920

Proposal



06/21/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of

**BOLES Proposal** 

Docket No. 1355351 - 72926

Please post the enclosed proposal to close the BOLES Post Office in the lobby. The proposal must be posted in a prominent place from 06/22/2011 through close of business on 08/23/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (501) 228-4171.

JACKIE STUBITSCH

Post Office Review Coordinator

ARKANSAS PFC District

Enclosures: PS Form 4920

Proposal

**Invitation for Comments** 

Comment Forms Official Record Nov 14 2011 3:31

Date of Posting: 06/22/2011

Posting Round Date:

Date of Removal: 08/23/2011

Removal Round Date:

THE DROLL OF THE STREET

PROPOSAL TO CLOSE
THE BOLLES AR POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

DOCKET NUMBER 1355351 72926

Date of Posting: 06/22/2011



#### **UNITED STATES POSTAL SERVICE**

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE
THE BOLES, AR POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE



Date of Removal: 08/23/2011

To the customers of the Boles Post Office:

The Postal Service is considering the close of the Boles Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 06/22/2011 through 08/23/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Boles Post Office and Waldron Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

JACKIE STUBITSCH 420 NATURAL RESOURCES DR LITTLE ROCK, AR 72205-4100

For more information, you may call JACKIE STUBITSCH at (501) 228-4171 or write to the above address.

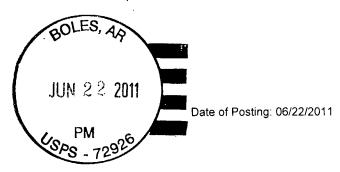
Thank you for your assistance.

DIANE TINDLE

420 NATURAL RESOURCES DR LITTLE ROCK, AR 72205-4100



DOCKET NO. ITEM NO. PAGE



Posting Round Date:

Date of Removal: 08/23/2011

Removal Round Date:

AUG 23 2011

PROPOSAL TO CLOSE
THE BOLES, AR POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

DOCKET NUMBER 1355351 - 72926

#### I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Boles, AR Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Waldron Post Office, located 10 miles away.

The postmaster position became vacant when the postmaster retired on May 01, 2009. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: This office is vacant and earns 2.0 hours daily

The Boles Post Office, an EAS-11 level, provides service from 07:00 - 13:00 - 13:30 - 15:15 Monday - Friday, 07:30 - 10:45 Saturday and lobby hours of 24 hrs on Monday - Friday and 24 hrs on Saturday to 52 post office box or general delivery customers and 233 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged eight transaction(s) accounting for eight minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by highway contract route service. Office receipts for the last 3 years were: \$12,650 (33 revenue units) in FY 2008; \$11,508 (30 revenue units) in FY 2009; and \$13,351 (35 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On June 14, 2011, representatives from the Postal Service were available at Boles Community Center to answer questions and provide information to customers. 39 customer(s) attended the meeting.

On June 02, 2011, 285 questionnaires were distributed to delivery customers of the Boles Post Office. Questionnaires were also available over the counter for retail customers at the Boles Post Office. 74 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 0 favorable, 35 unfavorable, and 39 expressed no opinion.

One congressional inquiry was received on June 06, 2011.

If this proposal is implemented, delivery and retail services will be provided by the Waldron Post Office, an EAS-18 level office. Window service hours at the Waldron Post Office are from 9:00 to 4:30, Monday through Friday, and 10:00 to 12:00 on Saturday. There are 758 post office boxes available.

The following concerns were expressed on the returned questionnaires, at the community meeting, from customer letters, on the petition, and from the congressional inquiry:

١.	Concern:	Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail.
	Response:	Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
2.	Concern:	Customers suggested cutting management postitions from the top down instead of taking services away from customers.
	Response:	The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.
3.	Concern:	Customers were concerned about a possible address change.
	Response:	There will be no change in customer addresses.
<b>1</b> .	Concern:	Customers were concerned about having to travel to another Post Office for service.
	Response:	Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and

by calling 1-800-STAMP-24.

gas stations were customers may already shop, online at usps.com, or

Customers were concerned about later delivery of mail. 5. Concern: Response: Mail delivery times will remain the same. Concern: Customers were concerned about mail security. Customers may place a lock on their mailboxes. The mailbox must have Response: a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. Customers were concerned about senior citizens. 7. Concern: Response: Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information. Concern: Customer expressed a concern about package delivery and pickup. Response: Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter. Customers expressed concern over the dependability of rural route 9. Concern: service. Response: Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day. 10. Concern: Customers were concerned about obtaining services from the carrier. Response: Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

### **PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

#### **PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the

price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### **SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

#### **HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

3.

4

5.

#### Some advantages of the proposal are:

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post

office. Stamps by Mail order forms are provided for customer convenience.

2. Customers opting for carrier service will have 24-hour access to their mail.

Savings for the Postal Service contribute in the long run to stable postage rates and savings for

customers.

CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient

parcel delivery for customers.

Customers opting for carrier service will not have to pay post office box fees.

6 Saves time and energy for customers who drive to the post office to pick up mail.

#### Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided

by the rural or contract delivery carrier.

2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not

necessary to be present to conduct most Postal Service transactions.

3. A change in the mailing address. The community name will continue to be used in the new address. A

carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

#### II. EFFECT ON COMMUNITY

Boles is an unincorporated community located in Scott County. The community is administered politically by Scott County. Police protection is provided by the Scott County Sherrifs Dept. Fire protection is provided by the Boles Volunteer Fire Dept. The community is comprised of retirees, farmers, commuters, self-employed, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Y City VFD Boles VFD Boles Free Will Baptist Church Chant Pentecostal Church of God Boles Southern Baptist Church , E Z Mart Fred's Country Cookin' Jim's Tree Service Gran's Mountain Wellness Renaissance Network Able Too Enterprises Roger's Trailer Sales FNG Farms B & B Roofing Red Barn at Y City A.J. Wing & Assoc. Larry's Taxidermy T&L Recovery Y City Mountain Inn and Campground Parks Masonry The Inn & The Cottage at Midway HARKO Woodworks Herr Aviation HilQK9 Training Ctr. Full Moon Adv. . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Boles Post Office will be available at the Waldron Post Office. Government forms normally provided by the Post Office will also be available at the Waldron Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

Concern: Customers expressed concern for loss of community identity.

Response: A community's identity derives from the interest and vitality of its

residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community

name and ZIP Code in addresses.

2. Concern: Customers felt the loss of a Post Office would have a detrimental

effect on the business community.

Response: Businesses generally require regular and effective postal services,

and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local

businesses if the Post Office is discontinued.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

#### HI. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on May 01, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

#### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$48,479 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA) Fringe Benefits @ 33.5% Annual Lease Costs	\$ 33,168 \$ 11,111 <u>+ \$ 4,200</u>
Total Annual Costs Less Annual Cost of Replacement Service	\$ 48,479 <u>- \$ 0</u>
Total Annual Savings	<u>\$ 48,479</u>

#### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

#### VI. SUMMARY

The Postal Service is proposing to close the Boles, AR Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Waldron Post Office, located 10 miles away.

The postmaster retired on May 01, 2009. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office mail volume has declined. Effective and regular service will continue to be provided by highway contract route service.

The Boles Post Office provided delivery and retail service to 52 PO Box or general delivery customers and 233 delivery route customers. The daily retail window transactions averaged eight. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$48,479 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

#### VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Boles Post Office and Waldron Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.

Mare T. Mare

Manager, Post Office Operations

06/22/2011

Date

# **Optional Comment Form**

Following are comments I wish to make concerning the proposed discontinuance of the BOLES Post Office.

1.		Describe any favorable or unfavorable effects you on the regularity or effectiveness of your postal services.
2.	Effect on Your Community. Ple you believe the proposal would h	ease describe any favorable or unfavorable effects that have on your community.
3.		de any other views or information that you believe the deciding whether to adopt the proposal.
Name of	Postal Customer	Signature of Postal Customer
Mailing A	Address	
City, Stat	e, and ZIP Code	Date



08/24/2011

## OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 08/23/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

JACKIE STUBITSCH

Post Office Review Coordinator 420 NATURAL RESOURCES DR

LITTLE ROCK, AR 72205-4100



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A. Office				Otata AD	7: O. da	70000
Name: BOLES Area: SOUTH	VEST	· · · · · · · · · · · · · · · · · · ·	District:	State: AR ARKANSAS PFC	Zip Code	72926
Congressional Dist	ict: AR04		County:	SCOTT Finance Number	r: 041062	
EAS Grade:	11					
Post Office:	Class	ified Station		Classified Branch		PO 📗
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This form is a place	holder for number 36. T	he round dated copies	of the prope	osal have been received	<b>1</b> .	
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		÷				
Prepared by:	Jackie Stubitsch				Date:	08/26/2011
Title:	ARKANSAS PFC Post	Office Review Coordin	ator			
Tele No:	(501) 228-4171				Fax No:	(650) 577-5059

DOCKET NO. 1355351 ITEM NO. 36 Page \_\_\_\_

Date of Posting: 06/22/2011

Posting Round Date:

SEGN. ASP. SOS

Date of Removal: 08/23/2011

Removel Round Date:



PROPOSAL TO CLOSE
THE BOULES AR POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

DOCKET NUMBER 1355351 472926

n: 1355951 - 72926

Date of Posting: 08/22/2011



#### UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE MOLES, AR POST OFFICE AND CONTINUE TO PROVIDE SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

Date of Removal: 08/23/2011



To the customers of the Boles Post Office:

The Postal Service is considering the close of the Boles Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 06/22/2011 through 08/23/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Boles Post Office and Waldron Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

JACKIE STUBITSCH 420 NATURAL RESOURCES DR LITTLE ROCK, AR 72205-4100

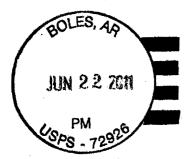
For more information, you may call JACKIE STUBITSCH at (501) 228-4171 or write to the above address.

Thank you for your assistance,

DIANE TINDLE

420 NATURAL RESOURCES DR LITTLE ROCK, AR 72205-4100

Date of Posting: 06/22/2011



#### UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE BOLES, AR POST OFFICE AND CONTINUE TO PROVIDE SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE



To the customers of the Boles Post Office:

The Postal Service is considering the close of the Boles Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 06/22/2011 through 08/23/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Boles Post Office and Waldron Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

JACKIE STUBITSCH 420 NATURAL RESOURCES DR LITTLE ROCK, AR 72205-4100

For more information, you may call JACKIE STUBITSCH at (501) 228-4171 or write to the above address.

Thank you for your assistance.

DIANE TINDLE

420 NATURAL RESOURCES DR LITTLE ROCK, AR 72205-4100

DOCKET NO. ITEM NO. PAGE 135535/ -34 -4



Posting Round Date:

Date of Removal: 08/23/2011

SHAM

Removal Round Date:

AUG 23 2011

PROPOSAL TO CLOSE
THE BOLES, AR POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

DOCKET NUMBER 1355351 - 72926

# NOTICE OF TAKING PROPOSAL AND COMMENTS UNDER INTERNAL CONSIDERATION

Date 08/24/2011

Postal Customers of the Boles Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Boles Post Office, which was posted 06/22/2011 through 08/23/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Boles Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,

DIANE TINDLE

420 NATURAL RESOURCES DR LITTLE ROCK, AR 72205-4100



08/26/2011

#### Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Boles Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the detrimental effect the loss of the Post Office would have on the community. Businesses
  generally require regular and effective postal services, and these will always be provided to the community. Since the
  suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire
  responses revealed that customers will continue to use local businesses if the Post Office is discontinued.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous
  and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be
  provided as needed.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special
  challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units.
  Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or
  special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for
  more information.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Jackie Stubitsch at (501) 228-4171.

Sincerely,

Diane Tindle

Manager, Post Office Operations 420 Natural Resources Dr

Little Rock, AR, 72205-4100

Following are comments I wish to make concerning the proposed discontinuance of the BOLES Post Office.

- believe the proposal would have on the regularity or effectiveness of your postal services.

  I would like to keep our postaffice, I have there have 76 years, it is bandy to go get storper and money order also if we didn't have it, we would frafta go to waldon, and the gas is so high we could not get our mail very offen, also being ald is bad to drive very much
- 2. Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community. It would not our one a, people would not like it here with out a post office, partie of land would go down in value, as far as I can find out from others, we have had a postaffice here ever sence the country has been
- Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

people go there also to see filind and family, every body like our post master she is rice and helps we with our mail needs, elke questions that we have about our mail:

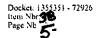
Name of Postal Customer	Signature of Postal Customer
Engene Scott + Irane Scott	Eugene Scott
Mailing Address	
280 northmereek Rd Balex, on 72926	7-19-11
City, State, and ZIP Code	Date

Following are comments I wish to make concerning the proposed discontinuance of the BOLES Post Office.

1. Effec	et on Your Postal Services. Describ	e any favorable or unfavorable e	nects you
	ve the proposal would have on the re		
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2. Effec	ct on Your Community. Please described by the proposal would have on y		ole effects that
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to drue a	total of 20 Miles er Comments. Please provide any o	ther views or information that ve	ou believe the
Posta	al Service should consider in deciding	ig whether to adopt the proposal	
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Following are comments I wish to make concerning the proposed discontinuance of the BOLES Post Office.

Office.	
1.	Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
	We live Very rural and on a fixed income
	and the arrange of the terms of
	Dest office. The mail doesn't run at the same were each day and it could be a long wait
	tome each cours from the mail carrier if
2.	to recieve things from the mail carrier if  We needed them  Effect on Your Community. Please describe any favorable or unfavorable effects that
	Voli helieve the proposal would have on your community.
	It will cause must distress and hardst
	the industry and disabile proper, all
	on wishes proper
	Why put more hard ships on people and cost jobs that are desperaltly needed.
	Cost Jobs of Julian the
3.	Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.
	Why put a hard ship on a already sufference to adopt the proposal.
	Why for a new surprise when
	community, why take away jobs when
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	post office with expectional workers
	Common Johns to solve this froblem.
<u> </u>	foot office with the free and their froblem of Postal Customer  Foot office with the froblem of Postal Customer  Signature of Postal Customer
Nam	e of Postal Customer Signature of Postal Customer
Moil	ing Address
141411	2 = 10 = 1P 72926 7-15-11
City	State, and ZIP Code  Date



Following are comments I wish to make concerning the proposed discontinuance of the BOLES Post Office.

1. Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services. I like the Convenience of the daily peik up. I can go anytime of the day to get mall. I can get mail early, when the Noute Del later in afternoon, Can pickup Sat. on See Can buy stamps lasily.
2. Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community. Fur Community herds the post office. We have elder people who needs to keep local. The trip to Wilde es 12 miles, we are farmers only go to Wald once a week.
3. Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.  I whe may post office how because the mail boxes are always being Vandalised. We have had them. burnt, Dent beet up.
Richard & Linda Weatherly Finda Weatherly
Name of Postal Customer Signature of Postal Customer
P.O. Box 28
Mailing Address
50/es. Ar 72926 1-12-11
City, State, and ZIP Code Date

Following are comments I wish to make concerning the proposed discontinuance of the BOLES Post Office.

1.	Effect on Your Postal Services. Describe any favorable or unfavorable effects you
	believe the proposal would have on the regularity or effectiveness of your postal services.
	with range francis in Facultabilly in winter the
	With processing tragging in fayetteailly in winter the mail well always be late on account of icet snow. People are mail well always be late on account the same time every day
	use to getting their mail at the or about the same time every day use to getting their mail at the or about the same time the F.O.
	use to getting their man as the Coming. People use the P.O.
	now they it never know when it is come. People use the P.O.
	1 0. A Service of naviore the live more sure of the
	Riople at Bolis Cannot afford to water to water on and the
2.	Riople at Bolis Cannot afford to drive to Weldrom and some are not able and sowill have to wait on someone electo drive them Effect on Your Community. Please describe any favorable or unfavorable effects that
۷,	you believe the proposal would have on your community. Boles will lose it's rolerty
	you believe the proposal would have on your commandy. It was I be lone ust'l Bills
	as a small some some some
	won't even appear on a map, The five is second of while
	as a small town of the P.O. goes it won't be long until Boles won't even appear on a map. The P.O. is the one of the focal points of Boles. There's into of people in Boles that come
	to our small P.O. just because they be some body and greeted by man
	when when come in Their could so into the P.O. at shone or
	When they come in, They could go into the P.O. at there are Waldron lent they choose not to, they would be just another customer
	there are the same of the same
	there.

3. Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal. My house and and I work I days a week, subting on a mail route to suplement our 5.5. If Parks and Boles P.O.'s are closed that means father to drive and longer days. It also means more gas well be needed and at the price of gas that means our budget well be stretched even thinner than it already is.

or arctery is.	
ISVALENCE HARRISON	Signature of Postal Customer
Name of Postal Customer	Signature of Postal Customer
22380 Hwy. 71 5. Mailing Address	
•	7-4-11
Boles AR, 72926 City, State, and ZIP Code	Date

Following are comments I wish to make concerning the proposed discontinuance of the BOLES Post Office.

- Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

  Theoremiest to have to go to Waldron to pick up package or stamps.
- 2. Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

  Community has narry elderly people that can not drive 12 miles to beg stamps or mail package or get a money order.

  The community needs postoffice as a hub of the local social network.

  A few customers live in remote locations of do not have home delivery utilize the P.O. daily to get nail.

  Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the propostats.

  Soles serves many customers more than Parks—and serves a much larger area.

  The service is the essential to the area from Boles to Montgomery i Polk County lines.

Stanley L. Cottrell, Jr.

Name of Postal Customer

12556 Hwy 71 South

Mailing Address

Boles, AR 72926

City, State, and ZIP Code

Signature of Postal Customer

7/12/11

Date

Following are comments I wish to make concerning the proposed discontinuance of the BOLES Post Office.

Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
Why can we not keep new Post Agein in Boles?
I he that we are in a reval alea best
feel that in why we need to Keap Me Past Africe. We do not always have cash - 58 che
Africe. We do not always have cach - SS class
are direct deposit - 18 miles away -
2. Effect on Your Community. Please describe any favorable or unfavorable effects that
please do not Close our post office 2
stamp, mail parcels, etc. at Bolos Post office 2
stamp, mail parcels, etc. at soles past off and same afford to drive to Waldian for all postal
denner affacts in men past office in Rightly to love
dannel afford to deine the Walden for Highway 71 Bessiness. Then is only past office on Highway 71 Between Walden and Mena - 35 miles - Communities love Conte with no Post office.
Onite with no Part Office.  3. Other Comments. Please provide any other views or information that you believe the
Postal Service should consider in deciding whether to adopt the proposal.
Postal Service should consider in deciding whether to adopt the proposal.  When do we not have a post Master? when should have already hired a Post Master? Who has have have a feety level and here to the contract of the co
Lailed their duty! We are hered america +
taper ste, as other anerican - Justice for Gel
tages see, as when american
Anna Gayle House Ana Saylo Anse Name of Postal Customer Signature of Postal Customer
Mailing Address 715
Bales, Ar. 72926 Jun 28, 2011
City, State, and ZIP Code Date

Following are comments I wish to make concerning the proposed discontinuance of the BOLES Post Office.

1.	Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
	Howing todaine 12 miles one way to just chark
	my mail I am beimyself don't net alot almon
	so I let my lear set, sometimes for order a
	uk, before echach its
2.	Effect on Your Community. Please describe any favorable or unfavorable effects that
	you believe the proposal would have on your community
	Our community is small, so the P. B. is a place to tatch up on things around.
	place to tatch up on things arounds
•	
3.	Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.
	Putting mailleofesup dan be rather
•	expensive as we have very little police
	protection in over a real / Million
/,	
L	Have pedup-3 in 2 yrs if
Name of	Postal Customer Signature of Postal Customer
Mailing A	Address Daniel 20
	Para 22
City, Star	te, and ZIP Code Date
	Boll, Ar. 72926.

Following are comments I wish to make concerning the proposed discontinuance of the BOLES Post Office.

Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

It would be very unfavorable for me to lose my post office because land about the description.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

3. Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Name of Postal Customer

Name of Postal Customer

Signature of Postal Customer

Mailing Address

Mailing Address

City, State, and ZIP Code

Signature of Postal Customer

Date

City, State, and ZIP Code

# **Optional Comment Form**

Following are comments I wish to make concerning the proposed discontinuance of the BOLES Post Office.

1.	Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
	Lam trying to build an Ebay Ducinese of my Community post office (boles) & helping me by providing great service
	of my Community port office (boles)
	helping me by providing great service
2.	Effect on Your Community. Please describe any favorable or unfavorable effects that
	you believe the proposal would have on your community.
	It is to parts drive to Waldron to do any postal business
	To do why postal business
3.	Other Comments. Please provide any other views or information that you believe the
	Postal Service should consider in deciding whether to adopt the proposal.
	as much money as postal Service has
	made of Epay shipping they shows
	be able to support the small communities
7	mai treed help" Corlene Storage
Nar	ne of Postal Customer Signature of Postal Customer
	1499/2 (MOVabouse &C)

19/20/1

Following are comments I wish to make concerning the proposed discontinuance of the BOLES Post Office.

- 1. Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

  WE SELDOM GO TO WALDROM, SO WE WILL HAVE TO DRIVE AN ADOITIONAL 288 MILES PER LINES PER MONTH TO PICK UP MAIL FROM OUR PU BOX.

  THERE ARE NO FAVORABLE EFFECTS.
- 2. Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

  WHEN I-49 13 CAMPLETED OWN SERVICE ABEA LNILL MOT GROW AS MUCHER AS PAST.
- 3. Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

  THE BOLES POST OFFICE SERVICES A MUCH

  LARLER PREA THAN THE BOLES COMMUNITY.

  WAITING UP TO 2 HOURS, ALONG SIDE THE

  HILHWAY IN URBER TO FURL DOWN THE LARRIBE
  IS NOT A REPUBLIST SOLUTION. A SOLUTION FOR

  Name of Postal Customer

  PO BOX 5, 25477 MICHLING RD

  Mailing Address

  BOLES, AR TOGGE

  City, State, and ZIP Code

  One of Postal Customer

  Date

  Date

Following are comments I wish to make concerning the proposed discontinuance of the BOLES Post Office.

- 1. Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

  We go to the PD to pick our mail up. Having it delivered it will come later. Also having to purchase stamps or schedule pick ups will involve co-ordinating that effort with the carrier being a caretaker for an elderly parent, full time online student, fart time farmer adds an additional organizational effort.
- 2. Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community. When you look at how far a way some people are from the 10 the expense of having to drive to Waldron for Services places an extra financial burden of citizens, especially elderly. They also aren't going to be able to buy postage online or understand about purchasing services from the carrier. It's also one more way that this small community becomes non-existant.
- Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal. I think any of us would be willing to give up Sat delivery. How about looking at shorter hours of operation. Large cities have bo's everywhere. Consolidate some of them. Those people can drive a few miles for mail compared to us having to make a 25 m; round trip or even close to 50 mi.

even close to 50 mi.

Judy Hapan

Name of Postal Customer

Box 45

Mailing Address

Boles, AR 72926

City, State, and ZIP Code

City State, and ZIP Code

City State and ZIP Code

City State and ZIP Code

The security of having a 90 box can't be overstated. I don't want my mail delivered at my home. It's so convenient to be able to have my mail held when I'm gone for several days, but sometimes were gone before the mail is ready - gone until very late,

Page Nbr 13a

With that mail just sitting in a box along the food isn't secure. I also do around 50% of my shopping enline + always choose USPS when I have a choice since I know my pkgs are safe-secure at the PO+ protected from the weather.

3.

## **Optional Comment Form**

Following are comments I wish to make concerning the proposed discontinuance of the BOLES Post Office.

- 1. Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

  In Convenient to have to drive 12 miles to Waldron to buy Stamps or pick up a package.
- 2. Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

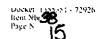
  The Boles Community has many elder ( pepple that

Cant drive 12 miles to purchasea money order buy Stamps etc. Bobs needs the post office as a hub of the local Social network. A few customers live in remote

Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Bolis Serves many Customers - more than the Parks Commenty and Serves a much larger area. The Service is essential to the area from Boks to Polk: Montgomery County lines.

Jennifer L. Holleman	( Limb Holema)
Name of Postal Customer	Signature of Postal Customer
Mailing Address	
Boles AR 12.426	7/14/11
City, State, and ZIP Code	Date



Following are comments I wish to make concerning the proposed discontinuance of the BOLES Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

2. Effect on Your Community. Please describe any favorable of upravorable effects that you believe the proposal would have on your community.

3. Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Name of Postal Customer

Signature of Postal Customer

Mailing Address

City, State, and ZIP Code

Date

DOCKET NO. ITEM NO. PAGE

Effects on any postal services will most likely be in a delay getting services and economic reasons. Trips to any location that will have postal services is usually once a week and this would cause the delay. A one purpose trip no matter what the reason is not proper economics.

Meeting a carrier at the mail box, on the highway, does not appear feasible. In the last 15 years I may have met the carrier 3-4 times and this was by inccident. Yes I do order stamps thru my carrier however other than that I need the P.O. The current Office is about 7 miles from my highway mail box, one way.

In my opinion the decision to close this Boles Post Office was made prior to any announcement. The retirement of the last Postmaster, 2009, and not being replaced is an indicator of this situation. Also the figures provided on cost savings is in doubt. The figures for postmaster salary was used, but there is no postmaster. Without a postmaster any wages not being paid could not be considered a savings, just a jumbling of the numbers for one's purpose.

In the response to the community, this states that no address change will be needed, however in disadvantages it states the community name will be used in a new address and a carrier route address will be assigned. I want my address to stay the same.

Other advantages listed different services from the carrier, and as for meeting the carrier, the time would be ballpark quote and this is no good. A CBU does not appear to be of any advantage to me. As to the quote "this change will save time and energy driving to the post office" a 40 mile round trip. HOW????

Name Postal Customer

Signature

Mailing address

City. State and Zip Code

\_\_\_\_

ATTACHMENT TO OPTIONAL COMMENT FORM U.S. POST OFFICE

**BOLES, ARKANSAS 72926** 

Following are comments I wish to make concerning the proposed discontinuance of the BOLES Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

people will have to go to waldron to do their business with the postal seerice, and for some of our elderlay their is not good option due to income and ability to drew an extral 18 miles

2. Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Our post office is very important to our community you one to keep Boles on the map, to give our community some independance and pride in knowing that although small in population, we still count.

 Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

If the Frederal Bovernment clowner our post office it will feel as if we have been aboutland by our gov. - and that does not speak well when the gov. is supposed to be for the people.

Pat Ray Bugas Name of Postal Customer	ست ال
Name of Postal Customer  11711 Biggs Jang	Signature of Postal Customer
Boles Ark. 12926	8-4-11
Tity, State, and ZIP Code	Date

Following are comments I wish to make concerning the proposed discontinuance of the BOLES Post Office.

Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

When we have a package to big for the boy, we will have to drive 20 round trip into Waldron to get it. With the price of gas, that is near impossible. It will be the same think for any business we need to do at a post office.

2. Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The post office is about the last thing we have on Boles. We need the Post Office to Keep the community alive—

Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Please do not close our post office. It will make a real hardship on our eldorly people who can not afford to drive op to 30 people who can not afford to drive op to 30 miles round trip to the nearest post office signature of Postal Customer Signature of Postal Cu

Following are comments I wish to make concerning the proposed discontinuance of the BOLES Post Office.

Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

FAUDRABLE: THERE DIE IS MILES AWAY FOR ALL THE SERVICES WE USE

WHAT: WALDRON IS TWICE AS FAR?

2. Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

CAUSE MORE UN EMPLOYMENT

3 Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal. IN TODAYS MARKET WOTHER WAYS & - Le communicate, etc You'd want SATISFY CUSTOMERS RATHER THAN MAKE YOUR WAY OF Doinb Busine 5 COOKING CONVENTE Name of Postal Customer Signature of Postal Custome 1409 8 Mailing Address City, State, and ZIP Code

Following are comments I wish to make concerning the proposed discontinuance of the BOLES Post Office.

Effect on Your Postal Services. Describe any favorable or unfavorable effects you
believe the proposal would have on the regularity or effectiveness of your postal services.

It won't agget me.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Elt mill egget the ones working at the post Voice. It will also egget those who have P.O. Box's

 Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

They should keep the post office open one day a week.

Dwayne Miller	Duanna Mista
Name of Postal Customer 13200 Hwy 71 8	Signature of Postal Customer
Mailing Address  Boles, AR	0.2.11
City, State, and ZIP Code	

DOCKET NO.	1355351 3 <b>9</b>	Optional	Comment Fo	)rm		
PAGE Office	ig are comments I wish	to make conce	erning the prope	sed discontinua	ince of the BOLES	Post
:	Effect on Your Post believe the proposal				rable effects you of your postal service	tes [
, ,	Remov	ell	SAT	7	elv.	
	Effect on Your Con you believe the prope	•			avorable effects tha	
	AND	80	OM	VAC	3. Caved	Billing
· ·	Other Comments, I Postar Service should					
1	im Go	(MAL	7			>
Name	Postal Customer  O  D  X	18		Signature of Po	stal Customer	
Madin Cay:	2 Address  20 CAP Cod A	2 7/	2926	, 8-	18-11 Date	
		ı				



A. Office								
	DLES				D'atriat	State: AR	Zip Code	72926
Area: SC Congression	OUTHWEST	AR04			District: County:	ARKANSAS PFC SCOTT		
EAS Grade:	ai District.	11	<del></del>		County.	Finance Number	041062	
Post Office:	<u></u>	<u> </u>	Classified Station	П		Classified Branch	ΓĪ ο	PO
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This form is a	a place hold	er for num	ber 39. There was not a	prematur	e appeal r	eceived.		
	-	*						
Prepared by	r: Jac	kie Stubits	ch				Date:	08/26/2011
Title:			PFC Post Office Review	Coordina	tor			
Tele No:	(50	1) 228-417	1			<del></del>	Fax No:	(650) 577-5059

#### **Analysis of 60-Day Posting Comments**

#### Number of comments returned

italian of occumentation of the contract of th	
Total questionnaires distributed	19
Favorable comments	0
Unfavorable comments	19
No opinon expressed	0
Total comments returned	19

#### Postal Concerns

The following postal concerns were expressed

Concern (UnFavorable): Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.

Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

Concern (UnFavorable): Customers were concerned about senior citizens.

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

The following nonpostal concerns were expressed

#### Concern (UnFavorable):

Customers expressed concern for loss of community identity.

#### Response:

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

Concern (UnFavorable): Customers felt the loss of a Post Office would have a detrimental effect on the business community.

#### Response:

Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

Date of Posting: 06/22/2011

Posting Round Date:

Date of Removal: 08/23/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE SUSPENDED BOLES, AR POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE
(REVISED)

DOCKET NUMBER 1355351 - 72926

#### I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Boles, AR Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Waldron Post Office, located 10 miles away.

The postmaster position became vacant when the postmaster retired on May 01, 2009. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: This office is vacant and earns 2.0 hours daily

The Boles Post Office, an EAS-11 level, provides service from 07:00 - 13:00 - 13:30 - 15:15 Monday - Friday, 07:30 - 10:45 Saturday and lobby hours of 24 hrs on Monday - Friday and 24 hrs on Saturday to 52 post office box or general delivery customers and 233 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged eight transaction(s) accounting for eight minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by highway contract route service. Office receipts for the last 3 years were: \$12,650 (33 revenue units) in FY 2008; \$11,508 (30 revenue units) in FY 2009; and \$13,351 (35 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

Since the suspension of service, customers have received delivery and retail services by highway contract route service emanating from the Waldron Post Office, an EAS-18 level office located 10.0 miles away. Window service hours are from 9:00 to 4:30, Monday through Friday, and 10:00 to 12:00 on Saturday. There are 758 Post Office boxes available.

On June 14, 2011, representatives from the Postal Service were available at Boles Community Center to answer questions and provide information to customers. 39 customer(s) attended the meeting.

On June 02, 2011, 285 questionnaires were distributed to delivery customers of the Boles Post Office. Questionnaires were also available over the counter for retail customers at the Boles Post Office. 76 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 21 favorable, 37 unfavorable, and 18 expressed no opinion.

One congressional inquiry was received on June 06, 2011.

If this proposal is implemented, delivery and retail services will be provided by the Waldron Post Office, an EAS-18 level office. Window service hours at the Waldron Post Office are from 9:00 to 4:30, Monday through Friday, and 10:00 to 12:00 on Saturday. There are 758 post office boxes available.

The following concerns were expressed from questionnaires, the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1.	Concern:	customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail.
	Response:	Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
2.	Concern:	Customers suggested cutting management postitions from the top down instead of taking services away from customers.
	Response:	The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.
3.	Concern:	Customers were concerned about a possible address change.
	Response:	There will be no change in customer addresses.
4.	Concern:	Customers were concerned about having to travel to another Post Office for service.

Services provided at the Post Office will be available from the carrier, Response: and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24. Customers were concerned about later delivery of mail. 5. Concern: Mail delivery times will remain the same. Response: Customers were concerned about mail security. 6. Concern: Customers may place a lock on their mailboxes. The mailbox must have Response: a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. Customers were concerned about senior citizens. 7 Concern: Carrier service is beneficial to many senior citizens and those who face Response: special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information. Customers said they would miss the special attention and assistance 8. Concern: provided by the personnel at the Post Office. Response: Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed. Customer expressed a concern about package delivery and pickup. 9. Concern: Rural carriers will deliver packages that fit in your rural mail box, if the Response: package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter. Customers expressed concern over the dependability of rural route 10. Concern: service. Rural letter carriers perform a vital function in the United States Postal Response: Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day. Customers were concerned about obtaining services from the carrier. 11. Concern:

#### Response:

Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

#### **PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

### **PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### **SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

#### HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

6.

#### Some advantages of the proposal are:

The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post 1. office. Stamps by Mail order forms are provided for customer convenience.

Customers opting for carrier service will have 24-hour access to their mail. 2.

Savings for the Postal Service contribute in the long run to stable postage rates and savings for 3.

customers.

CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient 4.

parcel delivery for customers.

Customers opting for carrier service will not have to pay post office box fees. 5.

Saves time and energy for customers who drive to the post office to pick up mail.

### Some disadvantages of the proposal are:

The loss of a retail outlet and a postmaster position in the community. Retail services may be provided 1.

by the rural or contract delivery carrier.

2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not

necessary to be present to conduct most Postal Service transactions.

A change in the mailing address. The community name will continue to be used in the new address. A 3.

carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

#### II. EFFECT ON COMMUNITY

Boles is an unincorporated community located in SCOTT County. The community is administered politically by Scott County. Police protection is provided by the Scott County Sherrifs Dept. Fire protection is provided by the Boles Volunteer Fire Dept. The community is comprised of retirees, farmers, commuters, self-employed, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Y City VFD Boles VFD Boles Free Will Baptist Church Chant Pentecostal Church of God Boles Southern Baptist Church, E Z Mart Fred's Country Cookin' Jim's Tree Service Gran's Mountain Wellness Renaissance Network Able Too Enterprises Roger's Trailer Sales FNG Farms B & B Roofing Red Barn at Y City A.J. Wing & Assoc. Larry's Taxidermy T&L Recovery Y City Mountain Inn and Campground Parks Masonry The Inn & The Cottage at Midway HARKO Woodworks Herr Aviation HilQK9 Training Ctr. Full Moon Adv. . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Boles Post Office will be available at the Waldron Post Office. Government forms normally provided by the Post Office will also be available at the Waldron Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

Concern: Customers expressed concern for loss of community identity.

Response: A community's identity derives from the interest and vitality of its

residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community

name and ZIP Code in addresses.

Customers felt the loss of a Post Office would have a detrimental Concern:

effect on the business community.

Businesses generally require regular and effective postal services. Response:

and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local

businesses if the Post Office is discontinued.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

### III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on May 01, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

#### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 49,379 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA) Fringe Benefits @ 33.5% Annual Lease Costs	\$ 33,168 \$ 11,111 <u>+ \$ 5.100</u>
Total Annual Costs Less Annual Cost of Replacement Service	\$ 49,379 <u>- \$ 0</u>
Total Annual Savings	<u>\$ 49,379</u>

#### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

#### VI. SUMMARY

The Postal Service is proposing to close the Boles, AR Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Waldron Post Office, located 10 miles away.

The postmaster retired on May 01, 2009. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office mail volume has declined. Effective and regular service will continue to be provided by highway contract route service.

The Boles Post Office provided delivery and retail service to 52 PO Box or general delivery customers and 233 delivery route customers. The daily retail window transactions averaged eight. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$49,379 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

#### VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Waldron Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.

DIANE TINDLE
Manager, Post Office Operations

06/22/2011

Date

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL					•	1. Date Prepared		
		Fact Sheet					08/26/2011	
2. Post Office Name			3. State and ZIP + 4 Cod	le				
BOLES 4. District, Customer Service	5. Area, Cus	AR, 72926-9998  5. Area, Customer Service   6. County   7. Congressional			sional Dist	rict		
ARKANSÁS PFC SOUTHWEST  8. Reason for Proposal to Discontinue 9. PO Emergency Suspend(R			SCOTT Reason and Date)	I 10. Propo	AR04 sed Permane	ent Alterna	te Service	
This office is vacant and earns 2.0 hou		Suspension	toucon una suto,					
- 44 6	taffing			12 Hours	of Service			
11. 3	ntanning	<del></del>	a. Time M-F	1 Sat	9 01 001 1100	1	Total	
a. PM PM Vacancy Reason & Date: retired			07:00 - 13:00 - 13:30 - 15	5:15 07:30	- 10:45		Window Hours	
Occupied 05/01/2009							Per Week	
b. OIC Caree	er 🔲	Non-Career	a. Lobby Time M-F 24 hrs	Sat 24 hrs			42.00	
c. Current PM POSITION Level (150)	Downgr	aded from EAS-11		ı		ı		
EAS-11 d, No of Clerks- 0 No of Career-	ū	on-Career- 0						
e. No of Others- 2 No of Career-		on-Career- 0						
13. Number of C				14. Daily Vo	lume (Piece	s)		
a. General Delivery	1	0	Types of Mail	Rec	eived	Disp	atched	
b, P.O. Box	_	52	a. First-Class		194		39	
c. City Delivery		0	b. Newspaper	1	10		0	
d. Rural Delivery		0	c. Parcel		15		1	
e. Highway Contract Route Box		233	d. Other		0		0	
f. Total		285	e. Total	6	319		40	
g. No. Receiving Duplicate Service		0	f. No. of Postage Meters				0	
h. Average No. Daily Transactions	I	8.10	g. No. of Permits		l		0	
Finances a. FY 2008 2009 2010			Receipts \$ 12,650 \$ 11,508 \$ 13,351	PM (no	EAS Step 1 I Basic Salar o Cola) 33168			
		16a, C	luarters					
Postal Owned	Lease	d (if Leased, Expiration Date)	06/01/2016		Annual L	ease \$ 510	0	
_	_							
30-day cancellation clause?	es 🖊 No	Evi	icted? Yes N	lo (if Yes, m	ust vacate by	)		
Located in: Business Home Other Suitable alternate quarters available? Yes No								
16b. Explain: 360 early terminationa clause								
17. Schools, Churches and Organiza	ation in Service	Area: No: 5	19. Administrative/Emar	nating Office	(Proposed):			
Y City VFD Boles VFD Boles Free W		_	EAS					
Church of God Boles Southern Baptist Church					SAT 10:00 to 12:00			
			Lobby Hours: M-F 24 hrs SAT 24 hrs					
			PO Boxes Available: 7	58				
18. Businesses in Service Area:		No: <u>20</u>	20. Nearest Post Office	(if different fi	•			
E Z Mart Fred's Country Cookin' Jim's Tree Service Gran's Mountain Wellness Renaissance Network Able Too Enterprises Roger's Trailer Sales			Name WALDRON		Level	8 Mile	s Away 10.0	
FNG Farms B & B Roofing Red Barn at Y City A.J. Wing & Assoc. Larry's Taxidermy T&L Recovery Y City Mountain Inn and Campground Parks			Window Service Hours: N Lobby Hours: N	ທ∟F 9:00 to 4 ທ∟F 24 hrs	:30	SAT 10:00 SAT 24 hrs		
Masonry The Inn & The Cottage at Midway HARKO Woodworks Herr				758		J, 1, 2		
Aviation HilQK9 Training Ctr. Full Moon Adv.  PO Boxes Available: 788								
		21. Pre	pared by					
Printed Name and Title JACKIE STUBITSCH			Signature JACKIE STUBITSCH				one No. AC () 28-4171	
PO Discontinuance Coordinator Name		Telephone No. AC ()	Location					
JACKIE STUBITSCH		(501) 228-4171	LITTLE ROCK, AR					



08/26/2011

## MEMO TO THE RECORD

SUBJECT: Certification of the Record

**BOLES** 

Docket Number 1355351 - 72926

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

DAVID CAMP District Manager

## LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name,	State, ZIP Code:	BOLES, AR, 72926-9998			
EAS Level:		11			
District:		ARKANSAS PFC			
County:		SCOTT			
Congressiona	I District:	AR04			
•					
Proposal:		Close Consolidate			
Reason For P		retired			
Alternate Sen	·	Highway Contract Route Service			
Customers Af					
Post Office		52			
General Del	ivery:	0			
Rural Route	:	0			
Highway Co	ntract Route (HCR):	233			
City Route:		0			
Intermediate	e Rural:	0			
Intermediate	HCR:	0			
Total numb	er of customers:	285			
Date	Action				
	Office suspended. Reason suspended:				
05/04/0000	Suspension notice sent to Headquarters.				
05/01/2009	Postmaster vacancy occurred. Reason: retired OIC: Career: 2 Noncareer: 0 Other Employee	s: 2			
05/04/2011	District manager authorization to study.				
	Questionnaires sent to customers. Number sent: 28				
06/02/2011	Analysis: Favorable 21 Unfavorable 37 No Opin Petition received. Number of signatures: 0	ion 18			
	Concerns expressed:				
06/06/2011	Congressional inquiry received: Yes				
	Concerns expressed: residents unable to get to the Waldron PO and rely or	the local office for services and secure delivery			
06/21/2011	residents unable to get to the Waldron PO and rely on the local office for services and secure delivery  Proposal and checklist sent to district for review.				
00/00/0044		d by district 10 days before the 60-day posting (PS Form 4920			
06/20/2011 06/21/2011	attached).  Proposal and invitation for comments posted and ro	und-dated			
08/25/2011	Proposal and invitation for comments removed and				
	Comment Analysis: Favorable 0 Unfavorable 19 No Opinion 0 19				
None	Premature PRC appeal received.	A-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1			
	Concerns expressed:				
08/26/2011 08/26/2011	Updated PS Form 4920 completed (if necessary).  Certification of the official record.	A			
00/20/2011		, Delivery and Retail, and copy of transmittal letter to vice			
	president, Area Operations.	, , , , , , , , , , , , , , , , , , , ,			
	Headquarters logged in official record (option entry)				
	Record returned to district for additional consideration Record returned as not warranted.	on.			
	Final determination posted at affected office(s) and	round-dated.			
	Final determination removed and round-dated.				
	Postal Bulletin Post Office Change Announcement No appeals letter received from Headquarters.	orm sent to Headquarters.			
	Appeal to PRC received.				
	PRC opinion received on appeal:				
		SPS Withdrawn:			
	Address management systems notified to updated a Discontinuance announced in Postal Bulletin No.:	AMS report.  Effective date:			
		Lifebilite date.			
Review Coordii	nator/person most familiar with the case:				
	JACKIE STUBITSCH	(501) 228-4171			
	Name/Title	Telephone Number			
	IACKIE STUDITSCH	·			
	JACKIE STUBITSCH District Post Office Review Coordinator	(501) 228-4171 Telephone Number			
	gionitic to the field of the field	rotopholic (fullibe)			



09/07/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS UNITED STATES POSTAL SERVICE 475 L'ENFANT PLAZA ROOM 5621 WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Boles Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Jackie Stubitsch, Post Office Review Coordinator, at (501) 228-4231 or Diane Tindle Manager Post Office Operations.

DAVID CAMP

DISTRICT MANAGER

420 NATURAL RESOURCES DR

LITTLE ROCK, AR 72205-4100

Enclosures:

One copy of record (http://hqcsopps.usps.gov/public/dis/4G/P1355351.pdf) Headquarters acknowledgment of receipt of official record (optional) Self-addressed envelope

cc: Vice President, SOUTHWEST Area (no enclosures)

### Headquarters Acknowledgment of Receipt of Official Record

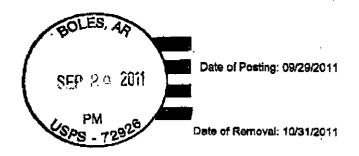
The official record to consolidate the BOLES was received by 09/11/2011.

Please contact the Headquarters coordinator at (916) 916-8315 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700 WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

\*Note: The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum and and a self-addressed return envelope if you wish to receive an acknowledgment of Headquarters receipt of the record.



FINAL DETERMINATION TO CLOSE THE BOLES, AR POST OFFICE AND CONTINUE TO PROVIDE SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

DOCKET NUMBER 1355351 - 72926

#### I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Boles, AR Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Waldron Post Office, located 10 miles away.

The postmaster position became vacant when the postmaster retired on May 01, 2009. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: This office is vacant and earns 2.0 hours daily

The Boles Post Office, an EAS-11 level, provides service from 07:00 - 13:00 - 13:30 - 15:15 Monday - Friday, 07:30 - 10:45 Saturday and lobby hours of 24 hrs on Monday - Friday and 24 hrs on Saturday to 52 post office box or general delivery customers and 233 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged eight transaction(s) accounting for eight minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by highway contract route service. Office receipts for the last 3 years were: \$12,650 (33 revenue units) in FY 2008; \$11,508 (30 revenue units) in FY 2009; and \$13,351 (35 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On June 14, 2011, representatives from the Postal Service were available at Boles Community Center to answer questions and provide information to customers, 39 customer(s) attended the meeting.

On June 02, 2011, 285 questionnaires were distributed to delivery customers of the Boles Post Office. Questionnaires were also available over the counter for retail customers at the Boles Post Office. 76 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 21 favorable. 37 unfavorable, and 18 expressed no opinion.

One congressional inquiry was received on June 06, 2011.

Concern:

When this final determination is implemented, delivery and retail services will be provided by the Waldron Post Office, an EAS-18 level office. Window service hours at the Waldron Post Office are from 9:00 to 4:30, Monday through Friday, and 10:00 to 12:00 on Saturday. There are 758 post office boxes available.

		as posted with an invitation for comment at the Boles Post Office and Waldron Post  The following additional concerns were received during the proposal posting period:
1.	Concern:	Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail.
	Response:	Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
2.	Concern:	Customers suggested cutting management postitions from the top down instead of taking services away from customers.
	Response:	The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.
3.	Concern:	Customers were concerned about a possible address change.
	Response:	There will be no change in customer addresses.

for service.

Customers were concerned about having to travel to another Post Office

Response:

5. Concern:

Response:

6. Concern:

Response:

7. Concern:

Response:

8 Concern:

Response:

9. Concern:

Response:

10. Concern:

Response:

11 Concern:

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

Customers were concerned about later delivery of mail.

Mail delivery times will remain the same.

and the second second

Customers were concerned about mail security.

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

Customers were concerned about senior citizens.

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.

Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

Customer expressed a concern about package delivery and pickup.

Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

Customers expressed concern over the dependability of rural route service.

Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day.

Customers were concerned about obtaining services from the carrier.

#### Response:

Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

#### **PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

#### **PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

### **HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

#### Some advantages of the proposal are:

- The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
- 2. Customers opting for carrier service will have 24-hour access to their mail.
- 3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
- CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
- 5. Customers opting for carrier service will not have to pay post office box fees.
- 6. Saves time and energy for customers who drive to the post office to pick up mail.

#### Some disadvantages of the proposal are:

- 1. The loss of a retail outlet. Retail services may be provided by the rural or contract delivery carrier.
- 2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
- A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

#### II. EFFECT ON COMMUNITY

Docket: 1355351 - 72926

Item Nbr: 47 Page Nbr: 5

Boles is an unincorporated community located in SCOTT County. The community is administered politically by Scott County. Police protection is provided by the Scott County Sherrifs Dept. Fire protection is provided by the Boles Volunteer Fire Dept. The community is comprised of retirees, farmers, commuters, self-employed and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Y City VFD Boles VFD Boles Free Will Baptist Church Chant Pentecostal Church of God Boles Southern Baptist Church, E Z Mart Fred's Country Cookin' Jim's Tree Service Gran's Mountain Wellness Renaissance Network Able Too Enterprises Roger's Trailer Sales FNG Farms B & B Roofing Red Barn at Y City A.J. Wing & Assoc. Larry's Taxidermy T&L Recovery Y City Mountain Inn and Campground Parks Masonry The Inn & The Cottage at Midway HARKO Woodworks Herr Aviation HilQK9 Training Ctr. Full Moon Adv. . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Boles Post Office will be available at the Waldron Post Office. Government forms normally provided by the Post Office will also be available at the Waldron Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

Customers expressed concern for loss of community identity. Concern: 1. A community's identity derives from the interest and vitality of its Response: residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses. Customers felt the loss of a Post Office would have a detrimental 2 Concern: effect on the business community. Businesses generally require regular and effective postal services. Response: and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

businesses if the Post Office is discontinued.

### III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on May 01, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

## IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 49,379 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA) Fringe Benefits @ 33.5% Annual Lease Costs	\$ 33,168 \$ 11,111 <u>+ \$ 5,100</u>
Total Annual Costs Less Annual Cost of Replacement Service	\$ 49,379 <u>- \$ 0</u>
Total Annual Savings	 \$ 49.379

#### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### **VI. SUMMARY**

This is the final determination to close the Boles, AR Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Waldron Post Office, located 10 miles away.

The postmaster retired on May 01, 2009. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The mail volume has declined. Effective and regular service will continue to be provided by highway contract route service.

The Boles Post Office provided delivery and retail service to 52 PO Box or general delivery customers and 233 delivery route customers. The daily retail window transactions averaged eight. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$49,379 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

### **VII. NOTICES**

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Boles Post Office and Waldron Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Boles Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-000l. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Boles Post Office and Waldron Post Office during normal office hours.

Land Hark	09/26/2011						
Dean J Granholm Vice President of Delivery and Post Office Operations	Date		٠,		<b>-</b>		
					•		

DOCKET NO. ITEM NO. PAGE 1355351

# Stubitsch, Jackie M - Little Rock, AR

From:

Hickox, Barbara A - Boles, AR

Sent:

Wednesday, November 02, 2011 10:41 AM

To:

Stubitsch, Jackie M - Little Rock, AR

Subject: RE: please remove postings from lobbies and fax to me @ 650-577-5059

Jackie,

I went out to the lobby to get the posting and IT'S GONE!! I know it was there yesterday because a customer was reading it. I have no idea what has happened to it.

Barbara Hickox, OIC Boles, AR 72926-9998

From: Stubitsch, Jackie M - Little Rock, AR Sent: Wednesday, November 02, 2011 10:32 AM To: ~72926 Boles, AR; ~72958 Waldron, AR

Cc: Stubitsch, Jackie M - Little Rock, AR; Tindle, Diane K - Arkansas District Subject: please remove postings from lobbies and fax to me @ 650-577-5059



Docket: 1355351 - 72926

item Nbr: 48 Page Nbr: 1

09/29/2011

(This will be the date of the Final Determination will go up)

POST

OFFICER-IN-CHARGE/POSTMASTER Boles Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Boles Post Office Final Determination Docket No. 1355351 - 72926

Please post in the lobby the enclosed final determination to close the Boles Post Office. The final determination must be posted in a prominent place from 09/29/2011 through close of business on 10/31/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 11/01/2011.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have

photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (501) 228-4231.

Sincerely,

DOCKET NO.
ITEM NO.
PAGE

735 5351

737 5351

JACKIE STUBITSCH Post Office Review Coordinator 420 NATURAL RESOURCES DR LITTLE ROCK, AR 72205-4100

Enclosures:

Final Determination Official Record





Date of Posting: 09/29/2011

Date of Removal: 10/31/2011

FINAL DETERMINATION TO CLOSE THE BOLES, AR POST OFFICE AND CONTINUE TO PROVIDE SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

DOCKET NUMBER 1955351 - 72926

Docket: 1355351 - 72926 Item Nbr: 47 Page Nbr: 2

2.

3

Response:

# I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Boles, AR Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Waldron Post Office, located 10 miles away.

The postmaster position became vacant when the postmaster retired on May 01, 2009. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

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The Boles Post Office, an EAS-11 level, provides service from 07:00 - 13:00 - 13:30 - 15:15 Monday - Friday, 07:30 - 10:45 Saturday and lobby hours of 24 hrs on Monday - Friday and 24 hrs on Saturday to 52 post office box or general delivery customers and 233 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged eight transaction(s) accounting for eight minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by highway contract route service. Office receipts for the last 3 years were: \$12,650 (33 revenue units) in FY 2008; \$11,508 (30 revenue units) in FY 2009; and \$13,351 (35 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On June 14, 2011, representatives from the Postal Service were available at Boles Community Center to answer questions and provide information to customers. 39 customer(s) attended the meeting.

On June 02, 2011, 285 questionnaires were distributed to delivery customers of the Boles Post Office. Questionnaires were also available over the counter for retail customers at the Boles Post Office. 76 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 21 favorable, 37 unfavorable, and 18 expressed no opinion.

One congressional inquiry was received on June 06, 2011.

When this final determination is implemented, delivery and retail services will be provided by the Waldron Post Office, an EAS-18 level office. Window service hours at the Waldron Post Office are from 9:00 to 4:30, Monday through Friday, and 10:00 to 12:00 on Saturday. There are 758 post office boxes available.

The proposal to close the Boles Post Office was posted with an invitation for comment at the Boles Post Office and Waldron Post Office from June 22, 2011 to August 23, 2011. The following additional concerns were received during the proposal posting period:

Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail.

Response:

Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must

be submitted in writing to the administrative postmaster.

Concern: Customers suggested cutting management postitions from the top down instead of taking services away from customers.

The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total

management employees.

Concern: Customers were concerned about a possible address change.

Response: There will be no change in customer addresses.

4. Concern: Customers were concerned about having to travel to another Post Office for service.

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Response:

5. Concern:
Response:
6. Concern:
Response:
7. Concern:

8. Concern;

Response:

9. Concern:

Response:

10. Concern:

Response:

11. Concern:

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

Customers were concerned about later delivery of mail.

Mail delivery times will remain the same.

Customers were concerned about mail security.

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

Customers were concerned about senior citizens.

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.

Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

Customer expressed a concern about package delivery and pickup.

Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

Customers expressed concern over the dependability of rural route service.

Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day.

Customers were concerned about obtaining services from the carrier.

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Response:

Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

#### **PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

#### **PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

## **SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

#### HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

## Some advantages of the proposal are:

- The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order 1. forms are provided for customer convenience.
- Customers opting for carrier service will have 24-hour access to their mail. 2.
- 3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
- CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for 4.
- 5. Customers opting for carrier service will not have to pay post office box fees.
- Saves time and energy for customers who drive to the post office to pick up mail.

#### Some disadvantages of the proposal are:

- The loss of a retail outlet. Retail services may be provided by the rural or contract delivery carrier.
- Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to 2. conduct most Postal Service transactions.
- A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

#### II. EFFECT ON COMMUNITY

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Boles is an unincorporated community located in SCOTT County. The community is administered politically by Scott County. Police protection is provided by the Scott County Sherrifs Dept. Fire protection is provided by the Boles Volunteer Fire Dept. The community is comprised of retirees, farmers, commuters, self-employed and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Y City VFD Boles VFD Boles Free Will Baptist Church Chant Pentecostal Church of God Boles Southern Baptist Church, E Z Mart Fred's Country Cookin' Jim's Tree Service Gran's Mountain Wellness Renaissance Network Able Too Enterprises Roger's Trailer Sales FNG Farms B & B Roofing Red Barn at Y City A.J. Wing & Assoc. Larry's Taxidermy T&L Recovery Y City Mountain Inn and Campground Parks Masonry The Inn & The Cottage at Midway HARKO Woodworks Herr Aviation HilQK9 Training Ctr. Full Moon Adv. . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Boles Post Office will be available at the Waldron Post Office. Government forms normally provided by the Post Office will also be available at the Waldron Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

Concern: Customers expressed concern for loss of community identity.

Response:

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to

preserve community identity by continuing the use of the Community

name and ZIP Code in addresses.

Customers felt the loss of a Post Office would have a detrimental

effect on the business community.

Response: Businesses generally require regular and effective postal services,

and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local

businesses if the Post Office is discontinued.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

#### **III. EFFECT ON EMPLOYEES**

The postmaster position became vacant when the postmaster retired on May 01, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected Since the postmaster vacancy an OIC has been installed to operate the office.

#### **IV. ECONOMIC SAVINGS**

The Postal Service estimates an annual savings of \$ 49,379 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA) Fringe Benefits @ 33.5% Annual Lease Costs	·.	\$ 33,168 \$ 11,111 <u>+ \$ 5.100</u>
Total Annual Costs Less Annual Cost of Replacement Service		\$ 49,379 <u>- \$ 0</u>
Total Annual Savings		_ \$ 49,379

#### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

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#### **VI. SUMMARY**

This is the final determination to close the Boles, AR Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Waldron Post Office, located 10 miles away.

The postmaster retired on May 01, 2009. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The mail volume has declined. Effective and regular service will continue to be provided by highway contract route service.

The Boles Post Office provided delivery and retail service to 52 PO Box or general delivery customers and 233 delivery route customers. The daily retail window transactions averaged eight. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$49,379 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

#### VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Boles Post Office and Waldron Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Boles Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-000l. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Boles Post Office and Waldron Post Office during normal office hours.

Cand Gardolin		
	09/26/2011	•
Dean J Granholm	Date	



09/29/2011

OFFICER-IN-CHARGE/POSTMASTER Boles Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Boles Post Office Final Determination Docket No. 1355351 - 72926

Please post in the lobby the enclosed final determination to close the Boles Post Office. The final determination must be posted in a prominent place from 09/29/2011 through close of business on 10/31/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 11/01/2011.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (501) 228-4231.

Sincerely,

JACKIE STUBITSCH

POST OFFICE REVIEW COORDINATOR

420 NATURAL RESOURCES DR

LITTLE ROCK, AR 72205-4100

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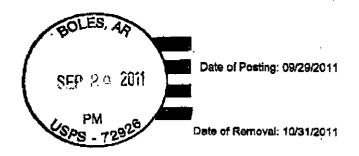
Enclosures:

Final Determination Official Record

# MEMO TO RECORD

Round-dated stamped final determination cover sheets received

PLACE HOLDER #49



FINAL DETERMINATION TO CLOSE THE BOLES, AR POST OFFICE AND CONTINUE TO PROVIDE SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

DOCKET NUMBER 1355351 - 72926





Date of Posting: 09/29/2011

Date of Removal: 10/31/2011

FINAL DETERMINATION TO CLOSE THE BOLES, AR POST OFFICE AND CONTINUE TO PROVIDE SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

DOCKET NUMBER 1955351 - 72926



09/26/2011

DISTRICT MANAGER 420 NATURAL RESOURCES DR LITTLE ROCK, AR 72205-4100

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination- BOLES

The final determination to discontinue the subject Post Office is enclosed, along with a Postal Bulletin announcement form to be completed and returned to this office through the district.

Please provide public notice by prominently posting a copy of the final determination in the appropriate Post Office. Make a copy of the completed record available for public inspection during normal working hours at the Post Office during the mandatory 30-day posting period. Please note that the first day of the actual 30-day posting period begins at day "zero".

### POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

Complete the enclosed Postal Bulletin Post Office Change Announcement form in its entirety and send it to this office (in triplicate) on the day the final determination is removed. One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management. Please note that Headquarters Address Management will not announce any Post Office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

#### APPEAL

Providing there are no appeals to the Postal Rate Commission, the office will be officially discontinued the first Saturday that falls 60 days after posting the final determination. If the final determination is appealed, we will furnish you with appropriate instructions. Please contact this office if a different date is needed for the official discontinuance. It must be noted, however, that the law prohibits discontinuance sooner than 60 days after the date the final determination was posted.

#### NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

Please coordinate with your Address Management System (AMS) unit to make sure that the AMS database is updated according to existing Headquarters Address Management instructions. That request, however, shall not be made until this office has notified you in writing that no appeals are pending.

## OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination postings must be added to the record at the end of the 30-day public posting period. Do not send them to Headquarters. The official record should be archived at the district by the Post Office discontinuance coordinator after the appeal decision is rendered and/or the Post Office change announcement has appeared in the Postal Bulletin.

If you have any questions, please contact Rich Rudez at (202) 268-5062.

Thank you for your assistance.

Dean J Granhoim

Vice President Delivery and Post Office Operations

Enclosure: (2)

cc:

Vice President, Area Operations, SOUTHWEST Area